

Performance Work Statement
for
Information Technology Service Management
Process Improvement Initiative

11 June 2010

Prepared by:

UNITED STATES MARINE CORPS
Marine Corps Tactical Systems Support Activity
Technical Infrastructure & Services Group
Command Information Office
Camp Pendleton, CA 92055-5171

TABLE OF CONTENTS

1	INTRODUCTION	1
1.1	Scope.....	1
1.2	Background.....	1
2	APPLICABLE STANDARDS AND POLICIES	1
3	PERFORMANCE REQUIREMENTS	2
3.1	Requirements for Chief Information Office	2
3.1.1	Service Transition Phase (OPTION)	2
3.1.1.1	Transition Plan.....	2
3.1.1.2	Service Asset and Configuration Management Plan	3
3.1.1.3	Change Management Plan	3
3.1.1.4	Release and Deployment Management Plan.....	4
3.1.1.5	Knowledge Management Plan	4
3.1.2	Service Operation Phase (OPTION).....	5
3.1.2.1	Event Management Process	5
3.1.2.2	Incident Management Process	5
3.1.2.3	Request Fulfillment Process	6
3.1.2.4	Access Management Process	6
3.1.2.5	Problem Management Process.....	7
3.1.3	Integration With Remedy Phase (OPTION)	7
3.1.3.1	Requirements Analysis and Design Phase.....	7
3.1.3.2	ITSM Toolkit Development and Testing Phase.....	9
3.1.3.3	Module Delivery	9
3.1.3.4	ITSM Toolkit Implementation Phase.....	9
3.1.3.5	User Guide	9
3.1.3.6	Developer Guide	9
3.1.4	End of Contract Turn Over Support (OPTION)	10
3.1.4.1	Desktop Reference Manual.....	10
3.1.4.2	ITIL Version 3 Publications.....	10
3.1.4.3	MCTSSA Service Management Process Model	10
3.1.4.4	5 Day Workshop	10
3.2	Requirements for SharePoint Development.....	10
3.2.1	Design and Documentation of Business Processes and Workflows Phase.....	11
3.2.2	Test of Business Processes and Workflows Phase	11
3.2.3	Integration of Business Processes and Workflows Phase.....	12
3.3	Requirements for Operations Directorate (OPTION).....	12
3.3.1	Transition Plan	12
3.3.2	Service Strategy Phase.....	12
3.3.2.1	The Financial Plan	12
3.3.2.2	The Business Activity Report	13
3.3.2.3	The Service Portfolio	13
3.3.3	Service Design Phase.....	13
3.3.3.1	Service Catalog	14
3.3.3.2	Service Level Management Plan	14
3.3.3.3	Capacity Management Plan	14

3.3.3.4	Availability Management Plan	15
3.3.3.5	IT Service Continuity Management Plan.....	16
3.3.3.6	Information Assurance Management Plan.....	16
3.3.3.7	Supplier Management Plan	16
3.3.4	Service Transition Phase.....	17
3.3.4.1	Change Management Plan	17
3.3.4.2	Service Asset and Configuration Management Plan	17
3.3.4.3	Release and Deployment Management Plan.....	18
3.3.4.4	Knowledge Management Plan	18
3.3.5	Service Operation Phase	19
3.3.5.1	Event Management Process	19
3.3.5.2	Incident Management Process	19
3.3.5.3	Request Fulfillment Process	19
3.3.5.4	Access Management Process	20
3.3.5.5	Problem Management Process.....	20
3.3.5.6	Desktop Reference Manual.....	21
3.4	Weekly Meetings	21
4	DELIVERABLES.....	21
4.1	Monthly Status Report	21
4.2	Meeting Minutes	21
4.3	Chief Information Office Deliverables	22
4.3.1	Transition Plan.....	22
4.3.2	Change Management Plan	22
4.3.3	Service Asset and Configuration Management Plan	22
4.3.4	Release and Deployment Management Plan.....	22
4.3.5	Knowledge Management Plan	22
4.3.6	Event Management Process	23
4.3.7	Incident Management Process	23
4.3.8	Request Fulfillment Process	23
4.3.9	Access Management Process	23
4.3.10	Problem Management Process.....	23
4.3.11	Desktop Reference Manual.....	23
4.3.12	ITIL Version 3 Publications.....	24
4.3.13	MCTSSA Service Management Process Model	24
4.4	Operations Directorate Deliverables.....	24
4.4.1	Transition Plan	24
4.4.2	Financial Plan.....	24
4.4.3	Business Activity Report	24
4.4.4	Service Portfolio	25
4.4.5	Service Catalog	25
4.4.6	Service Level Management Plan	25
4.4.7	Capacity Management Plan	25
4.4.8	Availability Management Plan	25
4.4.9	IT Service Continuity Management Plan.....	25
4.4.10	Information Assurance Management Plan.....	26
4.4.11	Supplier Management Plan	26

4.4.12	Change Management Plan	26
4.4.13	Service Asset and Configuration Management Plan	26
4.4.14	Release and Deployment Management Plan.....	26
4.4.15	Knowledge Management Plan	27
4.4.16	Event Management Process	27
4.4.17	Incident Management Process	27
4.4.18	Request Fulfillment Process	27
4.4.19	Access Management Process	27
4.4.20	Problem Management Process.....	28
4.4.21	Desktop Reference Manual.....	28
4.5	Integration with Remedy Deliverables	28
4.5.1	Requirements Analysis and Design Document.....	28
4.5.2	CMDB Module Delivery	28
4.5.3	Service Catalog Module Delivery.....	28
4.5.4	Incident Management Module Delivery	29
4.5.5	Change Management Module Delivery	29
4.5.6	Problem Management Module Delivery.....	29
4.5.7	Knowledge Management Module Delivery.....	29
4.5.8	Asset Management Module Delivery	30
4.5.9	Module User Guides	30
4.5.10	Module Developer Guides	30
4.6	Distribution Statement	30
4.7	Delivery Instructions.....	30
4.8	Unclassified End Products	31
4.9	Classified End Products	31
4.10	Schedule of Deliverables	31
5	PERFORMANCE LOCATION.....	31
6	INSPECTION OF DELIVERABLES	31
7	PERIOD OF PERFORMANCE	31
8	GOVERNMENT FURNISHED PROPERTY, FACILITIES, AND INFORMATION	32
8.1	Government Furnished Equipment.....	32
8.2	Access to Government Property	32
8.3	Access to Government Facilities	32
8.4	Government Furnished Materials	32
8.5	Government Furnished Information	32
9	SECURITY REQUIREMENTS	33
9.1	Security Level	33
9.2	DD Form 254	33
9.3	Security Clearance	33
9.4	Base Security	33
9.5	RAPIDGATE.....	34
10	PERSONNEL	34
11	TRAVEL REQUIREMENTS	34
12	INVOICING	34
13	ADMINISTRATIVE AUTHORITY	35
13.1	Contracting Officer	35

13.2	Contracting Officer's Representative (COR).....	35
14	ORGANIZATIONAL CONFLICT OF INTEREST	35

1 INTRODUCTION

1.1 Scope

This Performance Work Statement (PWS) defines the non-personal technical support services and deliverable products required by Marine Corps Tactical Systems Support Activity (MCTSSA) for the development, implementation, and training of Information Technology Infrastructure Library (ITIL) Version 3 processes for the Activity, Information Management Infrastructure. The services required include project management, systems development, integration, communications, technical writing and training. All references to ITIL in this PWS are to ITIL Version 3, published in May 2007.

1.2 Background

MCTSSA faces the challenge that many other Department of Defense Chief Information Offices (CIOs) do; they struggle to effectively leverage Government resources to provide the most efficient and effective Information Technology (IT) services to their supported Commanders. MCTSSA must upgrade Service Management processes. This challenge affects MCTSSA's ability to provide services to the Commanding Officer (CO), MCTSSA. The impact is that MCTSSA services take longer to deliver and risk being of inferior quality. The solution shall depend heavily on service management process upgrades which assimilates best practices found in ITIL. As described in Department of the Navy (DoN) Naval Networking Environment (NNE) 2016, the DoN shall implement an Information Technology Service Management (ITSM) framework to measure and report on all aspects of the NNE's "end-to-end" IT service delivery framework of people, processes, and products. The intent is to develop and implement ITIL based processes that shall improve the Activity's effectiveness in providing services to MCTSSA.

2 APPLICABLE STANDARDS AND POLICIES

The following documents are applicable to this PWS and will be provided during the initial Kick-off meeting. The ITIL processes and process implementation plans shall align with the following documents:

- MCTSSA's Mission Statement, with mission overview
- MCTSSA CIO Mission and Strategy
- Information Technology Infrastructure Library (ITIL), version 3, United Kingdom's Office of Government Commerce, May 2007
- MARADMIN-298/08 Information Technology and Peripherals Acquisition Policy
- MARADMIN-591/08 Information Technology Funding, Approval and Procurement
- DoD Directive 5015.2, DoD Records Management
- DoD Directive 8100.1, Global Information Grid (GIG) Overarching Policy
- DoD Directive 8115.01, Information Technology Portfolio Management
- DoD Directive 8500.1, Information Assurance

- DoDI 8510.01, DoD Information Assurance Certification and Accreditation Process (DIACAP), November 28, 2007
- DoDI 8570.1-M, Information Assurance Workforce Improvement Program, with Chg 2 dtd 20 April 2010
- DoD Net-Centric Data Strategy
- Defense-ITIL Repository, Office of the Assistant Secretary of Defense for Networks and Information Integration (ASD NII)
- MCTSSA Service Strategy Plans
- MCTSSA Service Design Plans

3 PERFORMANCE REQUIREMENTS

3.1 Requirements for Chief Information Office

The contractor shall develop and document ITIL processes and process implementation plans within the guidelines of ITIL v3. The ITIL processes and process implementation plans shall align with the documents listed in paragraph 2 (above). The technical support services to be performed are organized into three phases: Service Transition, Service Operation and ITIL Integration with Remedy.

3.1.1 Service Transition Phase (OPTION)

Service Transition focuses on implementing all aspects of the service, not just the application and how it is used in 'normal' circumstances. The contractor shall develop Service Transition that includes methods and processes to deliver IT services that are required by MCTSSA. If business circumstances, assumptions or requirements have changed since Service Design, then modifications shall be required during the Service Transition phase in order to deliver the required service. Service Transition shall ensure that the services can operate in foreseeable, extreme or abnormal circumstances, for example: power outages, disaster recovery scenarios and Continuity Of Operations (COOP); and that support for failure or errors is available. During this phase the contractor shall develop and deliver the Transition Plan, Change Management Plan, the Service Asset and Configuration Management Plan, Release and Deployment Management Plan, and the Knowledge Management Plan.

3.1.1.1 Transition Plan

The Transition Plan and its development shall include:

- A communication strategy for the target audience on the overall Service Transition approach,
- A customer satisfaction strategy, and
- Continuous Improvement Process Framework, specific to MCTSSA, for use through Service Transition and Service Operations.

3.1.1.2 Service Asset and Configuration Management Plan

The Configuration Management (CM) Plan shall provide accurate information and control across all assets and relationships that make up MCTSSA's IT infrastructure. The CM Plan shall identify, control and account for service assets and configuration items (CI), protecting and ensuring their integrity across the service lifecycle. The scope of CM shall also extend to non-IT assets and to internal and external service providers, where shared assets need to be controlled. The contractor shall design and prototype a Configuration Management System (CMS). The Configuration Management Plan and its development shall include:

- The CMS design and prototype,
- A current state analysis (baseline configuration report) for MCTSSA CIO,
- Methods for control,
- Methods for recording,
- Establishment and operation (monthly) of a Configuration Control Board (CCB),
- A Configuration Management implementation plan for MCTSSA CIO,
- A Configuration Management maintenance process designed for MCTSSA CIO,
- A workshop with MCTSSA stakeholders to review all elements of the Configuration Management Plan, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.1.3 Change Management Plan

A Service Change is the addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation. The Change Management Plan shall ensure that changes to the IT services or service component and its associated documentation are recorded, evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner. The Change Management process shall ensure that standardized methods are used for the efficient and prompt handling of all changes and that all changes are recorded in the Configuration Management System and that overall business risk is optimized. The process shall address all service and configuration changes. The Change Management Plan and its development shall include:

- A Change Management process; normal, emergency and standard (non Change Advisory Board (CAB)),
- A Change Management prioritization method,
- A method to track changes throughout the lifecycle,
- A method to estimate schedule and cost,
- A method to integrate with Information Assurance (IA) regulations,
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management,
- Establishment and operation of a change authorization model,
- Establishment and operation (monthly) of a Change Advisory Board (CAB),

- A Change Management implementation plan for MCTSSA CIO,
- A Change Management process designed for MCTSSA CIO, and
- A workshop with MCTSSA stakeholders to review all elements of the Change Management Plan.

3.1.1.4 Release and Deployment Management Plan

The purpose of the Release and Deployment Management Plan is to assemble and position all aspects of IT services into production and establish effective use of new or changed services. The Release and Deployment Management Plan shall include all the processes necessary to validate, test and deploy a service. The Release and Deployment Management Plan and its development shall include:

- Service Validation and Testing processes for the release of IT services,
- Push and Pull processes for the release of IT services,
- Automation and manual processes for the release of IT services,
- A workshop with MCTSSA stakeholders to review all elements of the Release and Deployment Management Plan,
- A method to integrate with Information Assurance (IA) regulations, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.1.5 Knowledge Management Plan

The Knowledge Management Plan shall ensure that the right person has the right knowledge, at the right time to deliver and support the services required by MCTSSA. The plan shall include Knowledge Management processes and all the other processes that contribute inputs, including validated solutions and the deployment of new or changed services. In addition, the Knowledge Management process shall include methods to ensure inputs are of a quality to provide a more efficient service, and that the input clearly describes its value. The Knowledge Management Plan and its development shall include:

- The Knowledge Management Process,
- Design and prototype of a Knowledge Management repository,
- A method to integrate with Information Assurance (IA) regulations,
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management,
- Methods to ensure inputs to the Knowledge Management repository are of a quality to provide a more efficient service, and that the input clearly describes its value, and
- A workshop with MCTSSA stakeholders to review all elements of the Knowledge Management Plan.

3.1.2 Service Operation Phase (OPTION)

The contractor shall develop Service Operations to deliver the services to users and customers identified in the Service Level Agreements and to manage the applications, technology and infrastructure that supports delivery of the IT services. During this phase the contractor shall develop and deliver the Event Management Process, Incident Management Process, Request Fulfillment Process, Access Management Process, and the Problem Management Process.

3.1.2.1 Event Management Process

The Event Management Process shall enable users to monitor and respond to any event which changes the state of an IT service or the configuration item of an IT service. The Event Management Process and its development shall include:

- The Event Management Process, including participants, inputs and outputs, and process steps,
- Event Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported,
- A workshop with MCTSSA stakeholders to review all elements of the Event Management Plan,
- A method to integrate with Information Assurance (IA) regulations, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.2.2 Incident Management Process

The Incident Management Process shall enable users to react to any unplanned interruption to an IT service, a reduction in the quality of an IT service, and/or the failure of a configuration item that has not yet impacted service(s). The Incident Management Process and its development shall include:

- The Incident Management Process, including a RACI matrix, inputs and outputs, and process steps,
- Incident Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected, retained and reported,
- Escalation and elevation triggers,
- A workshop with MCTSSA stakeholders to review all elements of the Incident Management Process,
- A method to integrate with Information Assurance (IA) regulations, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.2.3 Request Fulfillment Process

The Request Fulfillment Process shall enable users to request and receive standard services (a user request for information, or advice, or for a standard change); to source and deliver these services; to provide information to users and customers about services and procedures for obtaining them; and to assist with general information, complaints and comments. The Request Fulfillment Process and its development shall include:

- The Request Fulfillment Process, including a RACI matrix, inputs and outputs, and process steps,
- Request Fulfillment Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported,
- A workshop with MCTSSA stakeholders to review all elements of the Request Fulfillment Process,
- A method to integrate with Information Assurance (IA) regulations, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.2.4 Access Management Process

The Access Management Process shall identify the rights for users to be able to access a service or group of services, while preventing access to non-authorized users. The Access Management process shall include methods to ensure confidentiality, availability and integrity of data and intellectual property. The Access Management Process and its development shall include:

- The Access Management Process, including participants, inputs and outputs, and process steps,
- A method to integrate with Information Assurance (IA) regulations,
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management,
- The method to verify identity (unique information that distinguishes an individual),
- The method to ensure entitlement of rights (who should have access to what data and services),
- The methods granting access to services, logging and tracking access, and removing or modifying rights when status or roles change,
- Access Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported, and
- A workshop with MCTSSA stakeholders to review all elements of the Access Management Process.

3.1.2.5 Problem Management Process

The Problem Management Process shall effectively handle incidents or problems detected in an IT service and/or a configuration item, determine the root-cause, document workarounds, propose a solution and request a change. The Problem Management Process and its development shall include:

- The Problem Management Process, including a RACI matrix, inputs and outputs, and process steps,
- The method for diagnosing causes of incidents and problems, determining the resolution, and ensuring necessary change requests submitted,
- The method to maintain information about problems and the appropriate workarounds and solutions,
- The method to maintain workarounds in a Known Error Database,
- Procedure to maintain solutions in the Knowledge Management repository,
- Problem Management process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported,
- A workshop with MCTSSA stakeholders to review all elements of the Problem Management Process,
- A method to integrate with Information Assurance (IA) regulations, and
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management.

3.1.3 Integration With Remedy Phase (OPTION)

The contractor shall develop and implement an information system, within the Business Service Management (BMC) Remedy ITSM Suite, the ITIL processes within the guidelines of ITIL v3, and the MCTSSA ITSM Management plans. The ITIL process implementation plans shall align with the documents listed in paragraph 2 (above). The technical support services to be performed are organized into three phases: Requirements Analysis and Design, ITSM Toolkit Development and Testing, and ITSM Toolkit Implementation.

3.1.3.1 Requirements Analysis and Design Phase

During the requirements analysis phase, the contractor shall gather the MCTSSA specific business requirements to serve as the design guide for the implementation of the ITSM Toolkit that will support the MCTSSA ITIL process management plans. The highest-level objective of this phase is to, efficiently and creatively, configure and implement the BMC ITSM Suite 7.6 solution using ITIL, BMC, and MCTSSA standard methodologies. This implementation will be based on a data driven model to allow the system to be altered through data changes that will not require additional BMC ITSM development skills.

The requirements gathering shall be conducted using the following assumptions:

- The MCTSSA BMC ITSM Toolkit could be used across various command groups,
- The Toolkit will use the ITIL process guides as the overarching design constraint,
- The Toolkit will be implemented on a BMC system that is authorized by the Marine Corps and certified to run as a CLIN27 server on the NMCI network,
- The Toolkit will be accessible via the Web, and
- The Toolkit will be implemented Out Of the Box (OOB) as much as possible.

The customization recommendations shall be defined as Enhancement Modules (EM) providing the capabilities and functionality requested beyond what is available out of the box. The tasks within an EM shall then be broken down into functional specifications for individual functions.

The contractor shall develop the Requirements Analysis and Design Document (RADD) and ensure that the ITSM Toolkit is correctly integrated into the MCTSSA business flow by documenting and organizing the information gathered regarding the CIO ITIL processes, business rules discovery, and operational requirements. The RADD and its development shall include:

- An Implementation Plan (iPlan) that identifies key milestones and critical path risks,
- A RACI matrix that identifies the roles and responsibilities required to support the iPlan, Uniquely identified Functional Requirements (FR)s,
- A decision point record for key functions that have multiple courses of action. These records shall include:
 - A description of the requirement the decision point addresses,
 - A list of pros and cons for each option,
 - A diagram or visual image to enhance understanding of the options when appropriate,
 - A recommendation from the contractor based on his or her expertise, and
 - A recording of the group decision to be used for the design of the information system.
- Workflow Requirements for the Toolkit. This shall include:
 - Enhancement Modules (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management), uniquely numbered, required to satisfy process, business rules, or operations,
 - Flow diagrams for each EM,
 - Identified roles within the Toolkit,
 - Notification requirements for the Toolkit,
 - State definitions, transition points, and relationship to RACI roles and notifications, and
 - Diagram of available state transitions.
 - Mapping of FRs to Ems,
 - Identified regular reports,
 - System escalation/elevation points related to roles, and
 - Diagram of escalation/elevation points related to roles
- A workshop with MCTSSA stakeholders to review all elements of the RADD.

3.1.3.2 ITSM Toolkit Development and Testing Phase

The contractor shall develop an ITSM Toolkit using the BMC Remedy ITSM Suite 7.6 platform. This toolkit shall follow the design and implementation plans identified in paragraph 3.1.3.1. During this phase, the contractor shall develop and test the CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules, and all EMs identified and validated in the RADD.

3.1.3.3 Module Delivery

The EM shall conform to the RADD and the MCTSSA ITIL Process Management Plans. The delivery of each module (CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management) shall include:

- A module Configuration Guide consisting of data elements used by the module, EMs included in the module, state definitions and transitions in the module, and license requirements for the module,
- A module Administration Guide consisting of how to change the data driven portions of the module, and notifications in the module, and roles related to the module,
- A testing plan that shows the test cases and business analysts used to test each of the modules, which of the FRs the features satisfy, and identified areas of improvement before implementation.
- Workshops with MCTSSA stakeholders to review the completed Enhanced Modules and the associated documentation.

3.1.3.4 ITSM Toolkit Implementation Phase

The contractor shall provide a schedule of implementation that shows the sequence of implementation for the modules. The implementation shall also include training for the business analysts and the application administrators.

3.1.3.5 User Guide

The contractor shall provide a User Guide for each manual consisting of step by step instructions for using each module segmented by roles and broken down by the major features. The contractor shall hold a workshop with MCTSSA stakeholders to review all elements of the User Guides.

3.1.3.6 Developer Guide

The contractor shall provide a Developer Guide for each module that consists of any and all BMC workflow modified, and any additional workflow created to support notification, state transition, escalation, elevation, or EM requirements. Each guide shall also include the license usage, additional projected license requirements, and architecture diagram. The contractor shall hold a workshop with MCTSSA stakeholders to review all elements of the Developer Guides.

3.1.4 End of Contract Turn Over Support (OPTION)

3.1.4.1 Desktop Reference Manual

The contractor shall provide, as a final product, a desktop reference manual that consists of the complete series of ITIL document deliverables that comprise the Service Strategy, Service Design, Service Transition and Service Operation. The contractor shall provide five (5) hardcopy, professionally published, desktop reference manuals. Each manual shall include the complete series of ITIL document deliverables, applicable references, appendices, and shall be tabbed and include a Table of Contents and Index. In addition to the hardcopy submission the desktop reference manual shall be delivered on electric digital CD-ROM media. The contractor shall ensure that all digital files and data are compatible, viewable, readable, and searchable, with the standard NMCI Gold Disk (Adobe Acrobat Reader v9.0 or better). The digital media shall be capable of auto-play and incorporate a Graphical User Interface (GUI) that is intuitive, easily navigable, and branded with MCTSSA associated graphics. The contractor shall ensure that the Contracting Officer's Representative (COR) and Contractor Lead digitally sign all ITIL document deliverables prior to publishing.

3.1.4.2 ITIL Version 3 Publications

The contractor shall purchase and deliver seven (7) sets of the ITIL Version 3 Office of Government Commerce core publications; each set shall include the Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. These documents will be distributed for use as follows: two (2) sets for the CIO, one (1) set for the ITSM Developer, two (2) sets for Operations, one (1) set for the Operating Forces Tactical Systems Support Center, and one (1) set for the Network Operations Center.

3.1.4.3 MCTSSA Service Management Process Model

The contractor shall deliver a customized service management process model reflecting MCTSSA's IT environment. It will include all underlying processes, information systems and their relationships.

3.1.4.4 5 Day Workshop

As a culmination to completing the Service Strategy, Design, Transition and Operations, the contractor shall provide 5-Day workshop to transition all work and work papers to government personnel and the COR. During the 5-Day workshop, the contractor shall provide training for selected MCTSSA staff on the management, operations and continuous improvement of the ITSM solutions developed and delivered.

3.2 Requirements for SharePoint Development

Microsoft Office SharePoint Server 2007 (MOSS) is a fully integrated software platform that supports work flow processes where steps in a process--including approval steps--are fully automated. Application logic can be created or changed without custom code. With the MOSS 2007 platform, programmers using Visual Studio as well as SharePoint Designer can help

customers automate a wide variety of work flow processes, creating efficiency and resulting in internal and external customer satisfaction. The contractor shall design, develop, test and implement an information system, within the SharePoint 2007 environment, conforming to ITIL processes within the guidelines of ITIL v3 and the MCTSSA ITSM Management plans. The ITIL process implementation plans shall align with the documents listed in paragraph 2 (above). The technical support services to be performed are organized into three phases: (1) Design and documentation of Business Processes and Workflows, (2) Test of Business Processes and Workflows and (3) Integration of Business Processes and Workflows

3.2.1 Design and Documentation of Business Processes and Workflows Phase

For the Chief Information Office, the Contractor shall:

- Generate flow charts that document inputs and/or requests for information, products or any other deliverable; the procedural steps to satisfy that request; and the output, or the deliverable that is generated by the input.
- Utilize the current version of Microsoft Visio or Microsoft Word in use by MCTSSA to draft and document Business Processes from the MCTSSA Process Owners. The following parameters shall be used in the creation of these documents:
 - the basic components of a business process flow are inputs and outputs, which are usually denoted by ovals.
 - Either/or decisions are indicated by diamond boxes.
 - Actionable procedure steps are denoted by rectangles in the flow chart.
 - Use arrowheads to visually indicate the direction of the procedure flow.
 - In some instances, modified boxes are used to denote things like a procedural step that requires the execution of a sub-business process.
 - Subprocesses shall be documented with separate business process flows.
- Address the tools used to create process flows range from flow-charting extensions in word processors to dedicated flow-charting software like Microsoft Visio.
- Hold a workshop with MCTSSA stakeholders to review all elements of the Sharepoint 2007 rollout and the associated processes and workflows.
- Document all processes and workflows.

3.2.2 Test of Business Processes and Workflows Phase

Test Driven Development (TDD) is a [software development](#) technique that relies on the repetition of a very short development cycle: first the developer writes a failing automated [test case](#) that defines a desired improvement or new function, then produces code to pass that test and finally [refactors](#) the new code to acceptable standards. While designing the processes and workflows related to MOSS 2007, the contractor shall use TDD testing mechanisms when appropriate and agreed upon by the COR. The contractor shall apply the TDD testing method to all Business processes and workflows developed for this PWS.

3.2.3 Integration of Business Processes and Workflows Phase

The contractor shall integrate the Business Processes and Workflows into the live MOSS 2007 environment. The integration shall involve a collaborative effort of contractors and Government personnel to provide a product that meets the contractual requirements, while seamlessly integrating the new components. The contractor shall develop an integration scheme and apply that scheme to all Business processes and workflows developed for this PWS after testing is complete.

3.3 Requirements for Operations Directorate (OPTION)

The contractor shall develop and document ITIL processes and process implementation plans within the guidelines of ITIL v3. The ITIL processes, process implementation plans, and the Transition Plan shall align with the documents listed in paragraph 2 (above). The technical support services to be performed are organized into four phases: Service Strategy, Service Design, Service Transition and Service Operation.

3.3.1 Transition Plan

The Transition Plan and its development shall include:

- A communication strategy for the target audience on the overall Service Transition approach,
- A customer satisfaction strategy, Continuous Improvement Process Framework, specific to MCTSSA, for use through Service Transition and Service Operations,
- Business Case Analysis for Operations Directorate and the use of Service Management across the organization with ties to OFTSSC mission and CIO mission, and
- Organizational Change plan for transitioning, operating and adopting full-fledged Service Management across MCTSSA.

3.3.2 Service Strategy Phase

The contractor shall develop a Service Strategy that provides guidance on how to design, develop, and implement ITIL processes and process implementation plans for MCTSSA support request process. The objective of the Service Strategy is to provide the MCTSSA Operations an IT infrastructure that shall improve and align resource and asset management to support MCTSSA mission critical processes and add value to business operations. During this phase the contractor shall develop and deliver the Financial Plan, Business Activity Report, and Service Portfolio.

3.3.2.1 The Financial Plan

The Financial Plan shall identify and estimate service costs. The plan and its development shall include:

- Conducting a workshop with MCTSSA stakeholders to review financial plan inputs,
- Estimated Hardware and Software costs,
- Estimated Personnel Requirements, and

- Estimated Training Costs.

3.3.2.2 The Business Activity Report

The Business Activity Report shall describe MCTSSA's critical processes and how those processes rely on MCTSSA's management of resources. The report and its development shall include:

- Conducting a workshop with MCTSSA stakeholders to uncover business activities applicable to the MCTSSA Support Requests.
- Identify Mission Critical Processes
- Identify the risk mitigation of these processes, and
- Uncover mission critical process information needs.

3.3.2.3 The Service Portfolio

The Service Portfolio shall quantify the support services that shall be offered. The portfolio and its development shall include:

- Conducting a workshop with MCTSSA stakeholders to review all MSR services to be offered,
- All services required for successful accomplishment of MCTSSA critical mission processes,
- An IT program section that focuses on comparing spending on planned and established IT programs based upon their relative value to the organization, and
- An MSR project section that addresses the issues with spending on the development of capabilities in terms of potential Return on Investment (ROI) and reducing investment overlaps in situations where reorganization or acquisition occurs. The management issues with this section can be judged in terms of data cleanliness, maintenance savings, and suitability of resulting solution and the relative value of new investments to replace these projects.
- An IT resource section that provides analysis and forecasting for the skills needed to execute and sustain the IT services proactively rather than reactively. The chief goal is to ensure the right people in the right place at the right time.

3.3.3 Service Design Phase

The contractor shall develop a Service Design that includes the design principles and methods for supporting MCTSSA critical processes into portfolios of services and service assets. During this phase the contractor shall develop and deliver the Service Catalog, Service Level Management Plan, Capacity Management Plan, Availability Management Plan, IT Service Continuity Management Plan, Information Assurance Management Plan, and Supplier Management Plan.

3.3.3.1 Service Catalog

The Service Catalog shall provide a central source of information for all resources available to support test and engineering activities, ensuring that MCTSSA personnel and leadership can view an accurate, consistent picture of the resources available, their details and status. The Service Catalog shall require training for and stakeholders in order to gain a conceptual and functional understanding of the Service Catalog. The Service Catalog and its development shall include:

- Interfaces, dependencies and consistencies between the Service Portfolio and Service Catalog,
- An accurate definition of the MCTSSA Support Request to be provided by the MCTSSA CIO, to include availability, details and status,
- A Service Catalog implementation plan that includes training, for MCTSSA Operations,
- A Service Catalog maintenance process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all IT services to be included in the Service Catalog.

3.3.3.2 Service Level Management Plan

The Service Level Management Plan shall be a hybrid of referenced service levels for those services provided by resources other than the MCTSSA CIO and service levels for those services directly provided by the MCTSSA CIO. The purpose of the Service Levels Management plan is to ensure that all operational services and their performance are measured in a consistent, professional manner throughout the IT organization, and that the services and the reports produced meet the needs of the business and customers. The Service Level Management Plan and its development shall include:

- Specific and measurable service levels for each service offered in the Service Catalog,
- Clear and unambiguous service targets,
- How service level targets shall be monitored,
- The report formats and schedules on delivery against the agreed level of service,
- Service levels provided by resources other than those provided by the MCTSSA Operations shall be delivered with links to the external service levels,
- A Service Level Management implementation plan for MCTSSA Operations,
- A Service Level Management process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all services to be included in the Service Level Management Plan.

3.3.3.3 Capacity Management Plan

The Capacity Management Plan shall include service and component capacity management across the service lifecycle. The Capacity Management Plan shall provide a point of focus and management for all capacity and performance-related issues, relating to both services and resources, and to match the capacity of IT to the service levels of the Service Level Management Plan. The Capacity Management Plan and its development shall include:

- Information consistent with the Service Level Plan,
- How capacity levels shall be determined,
- How capacity levels shall be monitored,
- How capacity levels shall be measured,
- Establish up-to-date capacity levels to include both technology and personnel,
- Capacity levels that reflect future mission requirements to include both technology and personnel,
- Capacity component upgrade options,
- Strategies to influence demand,
- A Capacity Management implementation plan for MCTSSA Operations,
- A Capacity Management process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all services to be included in the Capacity Management Plan.

3.3.3.4 Availability Management Plan

The Availability Management Plan shall provide a point of focus and management for all availability-related issues, relating to services, components and resources, ensuring that availability targets in all areas are measured and achieved, and that they match or exceed the current and future agreed needs of MCTSSA in a cost-effective manner. The Availability Management Plan shall address two inter-connected levels of activities and identify how to continually optimize and proactively improve the availability of IT services and their supporting organization:

- Reactive activities: monitoring, measuring, analysis and management of events, incidents and problems involving service unavailability, and
- Proactive activities: proactive planning, design, recommendation and improvement of availability.

The Availability Management Plan shall include the availability, reliability, maintainability and serviceability at both service and component level, particularly those supporting critical mission processes. The Availability Management Plan and its development shall include:

- Information consistent with the Service Level Management Plan,
- A proactive activity checklist,
- A reactive activity checklist,
- Services supporting mission critical processes,
- Components supporting mission critical processes,
- How availability shall be monitored,
- How availability shall be measured,
- An Availability Management implementation plan for MCTSSA Operations,
- An Availability Management process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all elements of the Availability Plan.

3.3.3.5 IT Service Continuity Management Plan

As technology is a core component of MCTSSA's business processes, high availability of IT is critical to the mission accomplishment. The IT Service Continuity Management Plan (ITSCMP) shall describe how to maintain the appropriate on-going recovery capability within IT services to match the agreed needs, requirements and timescales of MCTSSA's critical mission processes. The ITSCMP shall include a series of activities throughout the lifecycle to ensure that, once service continuity and recovery plans have been developed, they are kept aligned with MCTSSA Continuity Plans and critical mission priorities. The ITSCMP and its development shall include:

- Information consistent with the Service Level Plan and existing COOP(s) and disaster recovery plans,
- IT risks reduction measures and activities,
- IT disaster recovery plans,
- An ITSCMP implementation plan for MCTSSA Operations,
- An ITSCMP maintenance process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all elements of the ITSCMP.

3.3.3.6 Information Assurance Management Plan

The Information Assurance Management Plan (IAMP) shall be considered within the Marine Corps' IT governance framework. The IAMP shall align IT security with mission requirements and detail those IA activities necessary to implement and support the development of the ITIL plans in this document. The Information Assurance Plan and its development shall include:

- A workshop with MCTSSA stakeholders to review all elements of the Information Assurance Plan,
- The DoD Information Assurance Certification and Accreditation Process (DIACAP) processes required for this project, and
- The lifecycle of the DIACAP processes related to this project.

3.3.3.7 Supplier Management Plan

The purpose of the Supplier Management Plan is to obtain value from suppliers and to ensure that suppliers perform to the targets contained within their contracts and agreements, while conforming to all of the terms and conditions. Supplier may include commercial vendors and other Government organizations. The Supplier Management Plan shall ensure that suppliers and the services they provide are managed to support the MCTSSA Operations. The Supplier Management Plan and its development shall include:

- Applicable Service Level Agreements (SLAs),
- Applicable dependencies,
- A Supplier Management implementation plan for MCTSSA Operations,
- A Supplier Management maintenance process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all elements of the Supplier Management Plan.

3.3.4 Service Transition Phase

The contractor shall develop a Service Transition that includes methods and processes to deliver resource and asset management plan that is required by MCTSSA. If business circumstances, assumptions or requirements have changed since design, then modifications may be required during the Service Transition phase in order to deliver the required service. Service Transition focuses on implementing all aspects of the service, not just the application and how it is used in 'normal' circumstances. The Service Transition shall ensure that the service can operate in foreseeable extreme or abnormal circumstances, for example: power outages, disaster recovery scenarios and continuity of operations; and that support for failure or errors is available. During this phase the contractor shall develop and deliver the Change Management Plan, the Service Asset and Configuration Management Plan, Release and Deployment Management Plan, and the Knowledge Management Plan.

3.3.4.1 Change Management Plan

The Change Management Plan shall ensure that changes to the MSR process or service component and its associated documentation are recorded, evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner. The Change Management process shall ensure that standardized methods are used for the efficient and prompt handling of all changes and that all changes are recorded in a Configuration Management System and that overall business risk is optimized. The process shall address all service change. A Service Change is the addition, modification or removal of an authorized, planned or supported service or service component and its associated documentation. The Change Management Plan and its development shall include:

- A prioritization method,
- A method to track changes throughout the lifecycle,
- A method to estimate schedule and cost,
- A method to integrate with Information Assurance (IA) regulations,
- Identification of interfaces with other service management processes; to include, but not limited to, Service Level Management, Service Catalog, Capacity Management, Configuration Management, and Information Assurance Management,
- Establishment of a change authorization model,
- Establishment of a Change Advisory Board (CAB),
- A Change Management implementation plan for MCTSSA Operations,
- A Change Management process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all elements of the Change Management Plan.

3.3.4.2 Service Asset and Configuration Management Plan

The Service Asset and Configuration Management (SACM) Plan shall provide accurate information and control across all assets and relationships that make up MCTSSA's IT infrastructure. The SACM Plan shall identify, control and account for service assets and configuration items (CI), protecting and ensuring their integrity across the service lifecycle. The

scope of SACM shall also extend to non-IT assets and to internal and external service providers, where shared assets need to be controlled. The contractor shall develop a Configuration Management System (CMS); reuse of MCTSSA's existing CMS is encouraged. The Service Asset and Configuration Management Plan and its development shall include:

- The CMS,
- Methods for control,
- Methods for recording,
- A Service Asset and Configuration Management implementation plan for MCTSSA Operations,
- A Service Asset and Configuration Management maintenance process designed for MCTSSA Operations, and
- A workshop with MCTSSA stakeholders to review all elements of the Service Asset and Configuration Management Plan.

3.3.4.3 Release and Deployment Management Plan

The purpose of the Release and Deployment Management process is to assemble and position all aspects of IT services into production and establish effective use of new or changed services. The Release and Deployment Management Plan shall include all the processes necessary to validate, test and deploy a service. The Release and Deployment Management Plan and its development shall include:

- Service Validation and Testing processes for the release of MCTSSA Support Request,
- Push and Pull processes for the release of MCTSSA Support Request, Resource Management Tool,
- Automation and manual processes for the release of MCTSSA IT services, and
- A workshop with MCTSSA stakeholders to review all elements of the Release and Deployment Management Plan.

3.3.4.4 Knowledge Management Plan

The Knowledge Management Plan shall ensure that the right person has the right knowledge, at the right time to deliver and support the services required by MCTSSA. The plan shall include Knowledge Management processes and all the other processes that contribute inputs, including validated solutions and the deployment of new or changed services. In addition, the Knowledge Management process shall include methods to ensure inputs are of a quality to provide a more efficient service, and that the input clearly describes its value. The Knowledge Management Plan and its development shall include:

- The Knowledge Management Process,
- The requirements for a Knowledge Management repository,
- Methods to ensure inputs to the Knowledge Management repository are of a quality to provide a more efficient service, and that the input clearly describes its value, and
- A workshop with MCTSSA stakeholders to review all elements of the Knowledge Management Plan.

3.3.5 Service Operation Phase

The contractor shall develop a Service Operation to deliver agreed levels of service to users and customers, and to manage the applications, technology and infrastructure that support delivery of the IT services. During this phase the contractor shall develop and deliver the Event Management Process, Incident Management Process, Request Fulfillment Process, Access Management Process, and the Problem Management Process.

3.3.5.1 Event Management Process

The Event Management Process shall enable users to monitor and respond to any event which changes the state of the service or the configuration item. The Event Management Process and its development shall include:

The Event Management Process, including participants, inputs and outputs, and process steps, Event Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported, and a workshop with MCTSSA stakeholders to review all elements of the Release and Deployment Management Process.

3.3.5.2 Incident Management Process

The Incident Management Process shall enable users to react to any unplanned interruption to an IT service, a reduction in the quality of an IT service, and/or the failure of a configuration item that has not yet impacted service is also an incident. The Incident Management Process and its development shall include:

- The Incident Management Process, including participants, inputs and outputs, and process steps,
- Incident Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported,
- Escalation triggers, and
- A workshop with MCTSSA stakeholders to review all elements of the Incident Management Process.

3.3.5.3 Request Fulfillment Process

The Request Fulfillment Process shall enable users to request and receive standard services (a user request for information, or advice, or for a standard change); to source and deliver these services; to provide information to users and customers about services and procedures for obtaining them; and to assist with general information, complaints and comments. The Request Fulfillment Process and its development shall include:

- The Request Fulfillment Process, including participants, inputs and outputs, and process steps,

- Event Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported,
- A workshop with MCTSSA stakeholders to review all elements of the Event Management Process.

3.3.5.4 Access Management Process

The Access Management Process shall identify the rights for users to be able to access a service or group of services, while preventing access to non-authorized users. The Access Management process shall include methods to ensure confidentiality, availability and integrity of data and intellectual property. The Access Management Process and its development shall include:

- The Access Management Process, including participants, inputs and outputs, and process steps,
- The method to verify identity (unique information that distinguishes an individual),
- The method to ensure entitlement of rights (who should have access to what data and services),
- The methods granting access to services, logging and tracking access, and removing or modifying rights when status or roles change,
- Access Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported, and
- A workshop with MCTSSA stakeholders to review all elements of the Access Management Process.

3.3.5.5 Problem Management Process

The Problem Management Process shall effectively handle incidents or problems detected in an IT service and/or a configuration item, determine the root-cause, document workarounds, propose a solution and request a change. The Problem Management Process and its development shall include:

- The Problem Management Process, including participants, inputs and outputs, and process steps,
- The method for diagnosing causes of incidents and problems, determining the resolution, and ensuring that the resolution is implemented,
- The method to maintain information about problems and the appropriate workarounds and solutions,
- The method to maintain Workarounds in a Known Error Database,
- Procedure to maintain solutions in the Knowledge Management repository,
- Problem Management Process metrics, including what attributes will be collected, the purpose for collecting the information, and how the information will be collected and reported, and
- A workshop with MCTSSA stakeholders to review all elements of the Problem Management Process.

3.3.5.6 Desktop Reference Manual

The contractor shall provide, as a final product, a desktop reference manual that consists of the complete series of ITIL document deliverables that comprise the Service Strategy, Service Design, Service Transition and Service Operation. The contractor shall provide five (5) hardcopy, professionally published, desktop reference manuals. Each manual shall include the complete series of ITIL document deliverables, applicable references, appendices, and shall be tabbed and include a Table of Contents and Index. In addition to the hardcopy submission the desktop reference manual shall be delivered on electric digital CD-ROM media. The contractor shall ensure that all digital files and data are compatible, viewable, readable, and searchable, with the standard NMCI Gold Disk (Adobe Acrobat Reader v9.0 or better). The digital media shall be capable of auto-play and incorporate a Graphical User Interface (GUI) that is intuitive, easily navigable, and branded with MCTSSA associated graphics. The contractor shall ensure that the Contracting Officer's Representative (COR) and Contractor Lead digitally sign all ITIL document deliverables prior to publishing.

3.4 Weekly Meetings

Commencing approximately one (1) week after contract award, there shall be the first of weekly meetings during which the contractor shall present a status covering all aspects of this PWS, including the schedule of deliverables. The contractor shall document in meeting minutes the participants, subjects, information, or tasks covered; the decisions, conclusions, direction or agreements reached by the participants, actions items, and dates. Each item captured shall have recommendations or assigned action officers and should be addressed at each subsequent meeting until resolved. A copy of resolved action items shall be retained by the Contractor.

4 DELIVERABLES

Prior to the first submission of any deliverable, the contractor shall provide the COR a copy of the formatted deliverable for format approval, unless otherwise stated herein.

4.1 Monthly Status Report

The contractor shall prepare and deliver an electronic Monthly Status Report concurrently with each invoice presented for payment. The report shall be delivered no later than the 10th of each month. The report shall be delivered in the current version of Microsoft Office Word or Excel format in use by MCTSSA. The Monthly Status Report shall be sent via e-mail to the COR.

4.2 Meeting Minutes

Meeting Minutes shall include:

- Date(s) and location of the meeting.
- Names, phone numbers and emails of contractor and Government personnel participating.
- Summary of the subjects/information/tasks covered during the meeting, and the decisions, conclusions, direction or agreements reached by the participants, action items, and dates.

- Recommendations to resolve technical issues and areas requiring further analysis.

The contractor shall deliver meeting minutes within one (1) working day following meeting conclusion.

4.3 Chief Information Office Deliverables

4.3.1 Transition Plan

The Transition Plan shall include the content identified in paragraph 3.1.1.1.

A draft Transition Plan is due four (4) calendar days from Kickoff Meeting, after the option award. The final Transition Plan is due seven (7) calendar days after receipt of Government comments.

4.3.2 Change Management Plan

The Change Management Plan shall include the content identified in paragraph 3.1.1.2.

A draft Change Management Plan is due fifteen (15) calendar days after receipt of the Draft Transition Plan. The final Change Management Plan is due seven (7) calendar days after the completion of the Change Management Plan Stakeholder Review.

4.3.3 Service Asset and Configuration Management Plan

The Service Asset and Configuration Management Plan shall include the content identified in paragraph 3.1.1.3.

A draft Service Asset and Configuration Management Plan is due fifteen (15) calendar days after receipt of Draft Change Management Plan. The final Service Asset and Configuration Management Plan are due seven (7) calendar days after the completion of the Service Asset and Configuration Management Plan Stakeholder Review.

4.3.4 Release and Deployment Management Plan

The Release and Deployment Management Plan shall include the content identified in paragraph 3.1.1.4.

A draft Release and Deployment Management Plan is due fifteen (15) calendar days after receipt of Draft Service Asset and Configuration Management Plan. The final Release and Deployment Management Plan is due seven (7) calendar days after the completion of the Release and Deployment Management Plan Stakeholder Review.

4.3.5 Knowledge Management Plan

The Knowledge Management Plan shall include the content identified in paragraph 3.1.1.5.

A draft Knowledge Management Plan is due fifteen (15) calendar days after receipt of Draft Release and Deployment Management Plan. The final Knowledge Management Plan is due seven (7) calendar days after the completion of the Knowledge Management Plan Stakeholder Review.

4.3.6 Event Management Process

The Event Management Process shall include the content identified in paragraph 3.1.2.1.

A draft Event Management Process is due fifteen (15) calendar days after receipt of Draft Knowledge Management Plan. The final Event Management Process is due seven (7) calendar days after the completion of the Event Management Process Stakeholder Review.

4.3.7 Incident Management Process

The Incident Management Process shall include the content identified in paragraph 3.1.2.2.

A draft Incident Management Process is due fifteen (15) calendar days after receipt of Draft Event Management Process. The final Incident Management Process is due seven (7) calendar days after the completion of the Incident Management Process Stakeholder Review.

4.3.8 Request Fulfillment Process

The Event Fulfillment Process shall include the content identified in paragraph 3.1.2.3.

A draft Request Fulfillment Process is due ten (10) calendar days after receipt of Draft Incident Management Process. The final Request Fulfillment Process is due seven (7) calendar days after the completion of the Request Fulfillment Process Stakeholder Review.

4.3.9 Access Management Process

The Access Management Process shall include the content identified in paragraph 3.1.2.4.

A draft Access Management Process is due ten (10) calendar days after receipt of Draft Request Fulfillment Process. The final Access Management Process is due seven (7) calendar days after the completion of the Access Management Process Stakeholder Review.

4.3.10 Problem Management Process

The Problem Management Process shall include the content identified in paragraph 3.1.2.5.

A draft Problem Management Process is due ten (10) calendar days after receipt of Draft Access Management Process. The final Problem Management Process is due seven (7) calendar days after the completion of the Problem Management Process Stakeholder Review.

4.3.11 Desktop Reference Manual

The Desktop Reference Manual shall include the content identified in paragraph 3.1.4.1.

A draft hardcopy Desktop Reference Manual is due (10) calendar days after receipt of the final Problem Management Process. The final five (5) hardcopies and digital CD-ROM media is due seven (7) calendar days after receipt of Government comments.

4.3.12 ITIL Version 3 Publications

The contractor shall deliver seven (7) hardcopy sets of the ITIL Version 3 Office of Government Commerce core publications 30 calendar days after Kick-off meeting.

4.3.13 MCTSSA Service Management Process Model

The Model shall contain the content identified in paragraph 3.1.4.3

A draft MCTSSA Service Management Process Model is due forty-five (45) calendar days after Kick-off meeting. The final process model (hardcopy and electric digital CD-ROM media) is due five (15) calendar days after receipt of Government comments.

4.4 Operations Directorate Deliverables

4.4.1 Transition Plan

The Transition Plan shall include the content identified in paragraph 3.3.1

A draft Transition Plan is due fifteen (15) calendar days from Kickoff Meeting, after the option award. The final Transition Plan is due seven (7) calendar days after receipt of Government comments.

4.4.2 Financial Plan

The Financial Plan shall include the content identified in paragraph 3.3.2.1

A draft Financial Plan is due sixteen (16) calendar days after the option award. The final Financial Plan is due seven (7) calendar days after receipt of Government comments.

4.4.3 Business Activity Report

The Business Activity Report shall include the content identified in paragraph 3.3.2.2.

A draft Business Activity Report is due twenty six (26) calendar days after the option award. The final Business Activity is due seven (7) calendar days after receipt of Government comments.

4.4.4 Service Portfolio

The Service Portfolio shall include the content identified in paragraph 3.3.2.3.

A draft Service Portfolio is due thirty one (31) calendar days after the option award. The final Service Portfolio is due seven (7) calendar days after receipt of Government comments.

4.4.5 Service Catalog

The Service Catalog shall include the content identified in paragraph 3.3.3.1.

A draft Service Catalog is due seventy nine (79) calendar days after the option award. The final Service Catalog is due seven (7) calendar days after receipt of Government comments.

4.4.6 Service Level Management Plan

The Service Level Management Plan shall include the content identified in paragraph 3.3.3.2.

A draft Service Level Management Plan is due one hundred three (103) calendar days after the option award. The final Service Level Management Plan is due seven (7) calendar days after receipt of Government comments.

4.4.7 Capacity Management Plan

The Capacity Management Plan shall include the content identified in paragraph 3.3.3.3.

A draft Capacity Level Management Plan is due one hundred seventeen (117) calendar days after the option award. The final Capacity Level Management Plan is due seven (7) calendar days after receipt of Government comments.

4.4.8 Availability Management Plan

The Availability Management Plan shall include the content identified in paragraph 3.3.3.4.

A draft Availability Management Plan is due one hundred twenty seven (109) calendar days after the option award. The final Availability Management Plan is due seven (7) calendar days after receipt of Government comments.

4.4.9 IT Service Continuity Management Plan

The IT Service Continuity Management Plan shall include the content identified in paragraph 3.3.3.5.

A draft IT Service Continuity Management Plan is due one hundred forty nine (149) calendar days after the option award. The final IT Service Continuity Management Plan is due seven (7) calendar days after receipt of Government comments.

4.4.10 Information Assurance Management Plan

The Information Assurance Management Plan shall include the content identified in paragraph 3.3.3.6.

A draft Information Management Plan is due one hundred sixty (160) calendar days after the option award. The final Information Management Plan is due seven (7) calendar days after receipt of Government comments.

4.4.11 Supplier Management Plan

The Supplier Management Plan shall include the content identified in paragraph 3.3.3.7.

A draft Supplier Management Plan is due one hundred sixty two (162) calendar days after the option award. The final Supplier Management Plan is due 7 calendar days after receipt of Government comments.

4.4.12 Change Management Plan

The Change Management Plan shall include the content identified in paragraph 3.3.4.1.

A draft Change Management Plan is due one hundred fifty (150) calendar days after the option award. The final Change Management Plan is due 7 calendar days after receipt of Government comments.

4.4.13 Service Asset and Configuration Management Plan

The Service Asset and Configuration Management Plan shall include the content identified in paragraph 3.3.4.2.

A draft Service Asset and Configuration Management Plan is due twenty (159) calendar days after the option award. The final Service Asset and Configuration Management Plan is due 7 calendar days after receipt of Government comments.

4.4.14 Release and Deployment Management Plan

The Release and Deployment Management Plan shall include the content identified in paragraph 3.3.4.3.

A draft Release and Deployment Management Plan is due one hundred sixty five (165) calendar days after the option award. The final Release and Deployment Management Plan is due 7 calendar days after receipt of Government comments.

4.4.15 Knowledge Management Plan

The Knowledge Management Plan shall include the content identified in paragraph 3.3.4.4.

A draft Knowledge Management Plan is due one hundred eighty five (185) calendar days after the option award. The final Knowledge Management Plan is due 7 calendar days after receipt of Government comments.

4.4.16 Event Management Process

The Event Management Process shall include the content identified in paragraph 3.3.5.1.

A draft Event Management Process is due two hundred (200) calendar days after the option award. The final Event Management Process is due 7 calendar days after receipt of Government comments.

4.4.17 Incident Management Process

The Incident Management Process shall include the content identified in paragraph 3.3.5.2.

A draft Incident Management Process is due two hundred twenty three (223) calendar days after the option award. The final Incident Management Process is due 7 calendar days after receipt of Government comments.

4.4.18 Request Fulfillment Process

The Event Fulfillment Process shall include the content identified in paragraph 3.3.5.3.

A draft Request Fulfillment Process is due two hundred forty three (243) calendar days after the option award. The final Request Fulfillment Process is due 7 calendar days after receipt of Government comments.

4.4.19 Access Management Process

The Access Management Process shall include the content identified in paragraph 3.3.5.4.

A draft Access Management Process is due two hundred forty eight (248) calendar days after the option award. The final Access Management Process is due 7 calendar days after receipt of Government comments.

4.4.20 Problem Management Process

The Problem Management Process shall include the content identified in paragraph 3.3.5.5.

A draft Problem Management Process is due two hundred fifty eight (258) calendar days after the option award. The final Problem Management Process is due seven (7) calendar days after the completion of the Problem Management Process Stakeholder Review.

4.4.21 Desktop Reference Manual

The Desktop Reference Manual shall include the content identified in paragraph 3.3.5.6.

A draft hardcopy Desktop Reference Manual is due two hundred sixty eight (268) calendar days after the option award. The final five (5) hardcopies and digital CD-ROM media is due seven (7) calendar days after receipt of Government comments.

4.5 Integration with Remedy Deliverables

4.5.1 Requirements Analysis and Design Document

The Requirements Analysis and Design Document shall include the content identified in paragraph 3.1.3.1.

A draft RADD is due twenty (20) calendar days after effective date of the contract. The final Requirements Analysis and Design Document is due five (5) calendar days after the completion of the Requirements Analysis and Design Document Stakeholder Review.

4.5.2 CMDB Module Delivery

CMDB module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The CMDB module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial CMDB demonstration is due fifteen (15) calendar days after receipt of draft Requirements Analysis and Design Document. The final CMDB demonstration and documentation is due ten (10) calendar days after the completion of the CMDB Module Stakeholder Review.

4.5.3 Service Catalog Module Delivery

Service Catalog module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Service Catalog module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial Service Catalog demonstration is due fifteen (15) calendar days after initial CMDB demonstration. The final Service Catalog demonstration and documentation is due ten (10) calendar days after the completion of the Service Catalog Module Stakeholder Review.

4.5.4 Incident Management Module Delivery

Incident Management module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Incident Management module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial Incident Management demonstration is due fifteen (15) calendar days after initial Service Catalog demonstration. The final Incident Management demonstration and documentation is due five (5) calendar days after the completion of the Incident Management Module Stakeholder Review.

4.5.5 Change Management Module Delivery

Change Management module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Change Management module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial Change Management demonstration is due fifteen (15) calendar days after initial Incident Management demonstration. The final Change Management demonstration and documentation is due five (5) calendar days after the completion of the Change Management Module Stakeholder Review.

4.5.6 Problem Management Module Delivery

Problem Management module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Problem Management module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial Problem Management demonstration is due ten (10) calendar days after initial Change Management demonstration. The final Problem Management demonstration and documentation is due five (5) calendar days after the completion of the Problem Management Module Stakeholder Review.

4.5.7 Knowledge Management Module Delivery

Knowledge Management module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Knowledge Management module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3.

An initial Knowledge Management demonstration is due ten (10) calendar days after initial Problem Management demonstration. The final Knowledge Management demonstration and documentation is due five (5) calendar days after the completion of the Knowledge Management Module Stakeholder Review.

4.5.8 Asset Management Module Delivery

Asset Management module delivery will occur via demonstration on the MCTSSA CLIN27 BMC Server. The Asset Management module shall be accompanied by documentation (Configuration Guide, Developer Guide, and Test Plan) that shall include the content identified in paragraph 3.1.3.3. .

An initial Asset Management demonstration is due ten (10) calendar days after initial Knowledge Management demonstration. The final Asset Management demonstration and documentation is due five (5) calendar days after the completion of the Asset Management Module Stakeholder Review.

4.5.9 Module User Guides

The Module User Guides shall include the content identified in paragraph 3.1.3.5.

A draft Module User Guide for each module is due ten (10) calendar days after initial Knowledge Management demonstration. The final Module User Guide is due five (5) calendar days after the completion of the Module User Guide Stakeholder Review.

4.5.10 Module Developer Guides

The Module Developer Guides shall include the content identified in paragraph 3.1.3.6.

A Draft Module Developer Guide for each module is due ten (10) calendar days after receipt of draft Module User Guides. The final Module Developer Guide is due five (5) calendar days after the completion of the Module Developer Guide Stakeholder Review.

4.6 Distribution Statement

The following statement regarding distribution shall appear on the cover or title page of all newly generated unclassified technical documents, data, and information (including engineering drawings, technical notes and manuals, plans, technical reports, test plans, test, test procedures, and computer software documentation) whether produced in hard-copy or in digital format: “Distribution Statement A: Approved for public release; distribution is unlimited.”

4.7 Delivery Instructions

Deliverables associated with the above specified tasks shall be subject to the performance standards and acceptable quality levels specified in Quality Assurance Surveillance Plan, Enclosure (1).

4.8 Unclassified End Products

Unclassified end products shall be delivered with a letter of transmittal to the COR.

4.9 Classified End Products

Classified end products shall be delivered directly to the MCTSSA, ATTN Classified Material Control Center (CMCC), MCTSSA, Box 555171, Camp Pendleton, CA 92055-5171, using normal security channels. A copy of the letter of transmittal shall be forwarded to the COR. All classified documents shall be classified, handled, marked, transmitted, safeguarded, and controlled in accordance with the NISPOM (DOD Directive 5220.22-M).

4.10 Schedule of Deliverables

The contractor shall provide a written request for all delivery schedule revisions at least seven (7) calendar days prior to the required delivery date, for Government evaluation and approval. Revised delivery dates may only be authorized by issuance of a duly executed modification by the Contracting Officer.

5 PERFORMANCE LOCATION

Performance of work associated with this project will be performed at MCTSSA, Camp Pendleton and at the contractor's facility. The contractor shall be expected to work on-site at MCTSSA approximately 90% of the time.

6 INSPECTION OF DELIVERABLES

The COR for the on-site technical support effort, will inspect all deliverables at the place of delivery (MCTSSA).

Inspection and acceptance of the contract deliverables are the responsibility of the COR, unless otherwise specified in the contract. The COR will make official acceptance notification to the contractor on all final deliverables via signature of acceptance. Rejection of deliverables will be provided to the contractor via written correspondence. Minor corrections required to deliverables will be verbally discussed with the contractor and noted on deliverable products. A revised deliverable shall be resubmitted to the Government within three (3) calendar days unless a different schedule is agreed to between the Government and contractor because of the scope of required modifications.

All deliverables shall be submitted to the COR in matching hard copy and soft copy formats and shall be clearly labeled to indicate content. All soft copy deliverables shall be in the current version of Microsoft Office suite of products in use by MCTSSA; in addition to the Microsoft Office soft copy, all final deliverables shall be submitted in the current version of Adobe Acrobat Professional (pdf) format in use at MCTSSA. The COR will approve in writing any agreed to changes in deliverable formats in advance of submission.

7 PERIOD OF PERFORMANCE

The period of performance is anticipated to be nine (9) months from date specified in the award, with a one (1) year option period. The period of performance may be restructured to meet the needs of the Government.

8 GOVERNMENT FURNISHED PROPERTY, FACILITIES, AND INFORMATION

8.1 Government Furnished Equipment

No Government Furnished Equipment will be provided.

8.2 Access to Government Property

The Government will provide access to servers and enterprise software for work conducted directly in support of this PWS at MCTSSA. Access to the NIPRNet Remedy Servers, BMC ITSM Modules and current Remedy architecture will be made available, as necessary. Access to the Incident Management, Problem Management and Knowledge Management workspaces will be made available, as necessary. The contractor must submit requests for access, in advance, to the COR.

The Government will provide office space for up to six (6) personnel, access to photocopier, internet access, and a Common Access Card (CAC) reader and the software for work conducted directly in support of this PWS at MCTSSA.

8.3 Access to Government Facilities

The Government will provide access to the environments within MCTSSA as needed to execute the tasks within this PWS during normal working hours, 0700 to 1700, Monday through Friday. The need for access to classified environments is not anticipated. The contractor will not be given access to MCTSSA on any Government holidays, unless prior approval by the COR

8.4 Government Furnished Materials

No Government Furnished Materials will be provided under this PWS.

The contractor shall furnish its own computer equipment to include printer, administrative supplies, and office supplies required for work directly in support of this PWS.

The Government will not reimburse the contractor for cell phone charges under this PWS.

8.5 Government Furnished Information

The Government will provide access to the MCTSSA technical information required for the performance of the tasking in the PWS, including the documentation developed and delivered during the Service Strategy Phase and Service Design Phase of the initial ITIL Process

Development and Implementation effort. The contractor shall submit a written request at least two (2) working days in advance to the COR for specific information.

The Government will provide the contractor a user and email account on the NMCI to include a CAC card to support PKI access and Marine Corps Web Services when determined by the Government to be necessary for work completion, if qualified.

9 SECURITY REQUIREMENTS

9.1 Security Level

Technical tasks associated with the PWS require access to classified information and clearance up to the **NATO SECRET** level. The contractor shall not divulge any information regarding files, data, processing activities/functions, user ID's, passwords, or other knowledge that may be gained, to anyone who is not authorized to have access to such information. Contractor personnel shall abide by all Government rules, procedures, and standards of conduct.

9.2 DD Form 254

The work to be performed under this order as delineated in the DD Form 254, Attachment (2), involves access to the handling of classified material up to and including **NATO SECRET**. The requirement of the clause FAR 52.204-2, Security Requirements is applicable to this order. The contractor shall (1) be responsible for all security aspects of the work performed under this contract, and (2) assure compliance with the NISPOM (DOD Directive 5220.22-M).

9.3 Security Clearance

A **SECRET clearance with NATO** access is required for the technical personnel supporting this PWS.

Contracted personnel's clearance shall be able to be confirmed in the Joint Personnel Adjudication System (JPAS).

9.4 Base Security

Contracted personnel shall comply with MCB Camp Pendleton, CA security regulations and policies. Contracted personnel shall be U.S. or naturalized citizens, whose military duty (if any) was not terminated by a dishonorable or bad conduct discharge, who are not subject to an outstanding criminal warrant, have no felony conviction, and no more than three criminal misdemeanor convictions within the last seven years, and no criminal misdemeanor or felony conviction for crimes of a sexual nature, crimes of violence, crimes related to gang activity or hate crimes, or crimes resulting from the possession or distribution of any illegal drug.

All contractor personnel aboard MCB Camp Pendleton, CA, with the exception of emergency personnel, shall wear a properly issued badge at all times. Contracted personnel shall comply with all emergency rules and procedures established for MCB Camp Pendleton, CA. All personnel aboard MCB Camp Pendleton, CA, are subject to random inspections of their vehicles,

personal items and of themselves. Consent to these inspections is considered to have been given when personnel enter MCB Camp Pendleton, CA.

9.5 RAPIDGATE

The Government has implemented the RAPIDGATE program on MCB Camp Pendleton and the contractor shall obtain employee passes for base access by contacting (877) 727-4342. Failure to participate in the RAPIDGATE program will restrict access to the base and that restriction may not be used as a reason for late or non-performance of services.

10 PERSONNEL

The contractor shall provide the key personnel identified below and provide resumes. Key personnel shall not be substituted without the permission of the Contracting Officer. During the term of the contract performance, no personnel substitutions will be permitted unless such substitutions are necessitated by an individual's sudden illness, death, or termination of employment. Requests for approval of substitutions shall be made in writing to the Contracting Officer with a detailed explanation of the circumstances along with a resume of the proposed individual. Proposed substitutions shall, at minimum, have the equivalent qualifications of the person being replaced.

IT Program Manager - Ten or more years experience in managing projects in Information Technology Service Management with demonstrated success in Information Technology Infrastructure Library (ITIL) implementations, multiple IT Projects, recruiting and supervising IT project personnel.

IT Technical Writer(s) - Two or more years experience in technical writing. Requires strong analysis and writing skills, with comprehensive knowledge of information systems documentation requirements and technology terminology.

Senior ITSM Developer - Five or more years experience in Remedy Version 7 or higher with ITSM Module experience, Microsoft SQL, Oracle Version 10 or higher, Business Objects and Microsoft SharePoint 2007 or higher.

SharePoint Developer – Five or more years experience in C++, .NET, Visual Studio, AJAX and Visual Basic.

11 TRAVEL REQUIREMENTS

No travel is anticipated for this PWS.

12 INVOICING

The contractor shall submit an electronic copy of an invoice not more often than once a month via Wide Area Workflow (WAWF).

The contractor shall be required to implement the DFARS process to submit an electronic payment request. To implement DFARS 252.232-7003, "Electronic Submission of Payment Requests (March 2008)", the United States Marine Corps (USMC) utilizes WAWF-RA to electronically process vendor requests for payment. This process allows DoD vendors to submit and track Invoices and Receipt/Acceptance documents electronically. The contractor shall be required to utilize this system when processing invoices and receiving reports. The contractor shall (i) ensure an Electronic Business Point of Contact is designated in Central Contractor Registration at <http://www.ccr.gov> <<http://www.ccr.gov>> and (ii) register to use WAWF-RA at the <https://wawf.eb.mil> <<https://wawf.eb.mil>> site, within ten (10) calendar days after award of this contract or modification. Step by step procedures to register are available at the <https://wawf.eb.mil> <<https://wawf.eb.mil>> site.

13 ADMINISTRATIVE AUTHORITY

13.1 Contracting Officer

Only the Contracting Officer has the authority to authorize deviations from the terms and conditions of this contract, including deviations from the specifications and requirements stated herein. In the event the Contractor does deviate, without the issuance of a duly executed contract modification, such deviation shall be at the risk of, and any costs related thereto shall be borne by the Contractor.

13.2 Contracting Officer's Representative (COR)

Mr. Andreas Casey at (760) 725-2298, andreas.casey1@usmc.mil, is the COR for this contract. The COR is limited to providing program specific clarification to the contractor's Task Leader for this contract, and does not have the authority to take any action, either directly or indirectly, that would change the pricing, quality, place-of-performance, delivery schedule, or any other terms and conditions of this contract or to direct work that goes beyond the scope of this contract's PWS. If the contractor perceives that the COR or any other Government personnel is requesting an effort outside the existing scope of this contract, the contractor shall promptly notify the Contracting Officer in writing. No action shall be taken by the contractor under such direction until the Contracting Officer has issued a contractual change or otherwise resolved the issue. The Contracting Officer's Representative will be appointed at the time of contract award. The Government reserves the right to reassign the COR position.

14 ORGANIZATIONAL CONFLICT OF INTEREST

(a) "Organizational Conflict of Interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the Government, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage. "Person" as used herein includes Corporations, Partnerships, Joint Ventures, and other business enterprises.

(b) The contractor warrants that to the best of its knowledge and belief, and except as otherwise set forth in the contract, the contractor does not have any organizational conflict of interest(s) as defined in paragraph (a).

(c) It is recognized that the effort to be performed by the contractor under this contract may create a potential organizational conflict of interest on the instant contract or on a future acquisition. In order to avoid this potential conflict of interest, and at the same time to avoid prejudicing the best interest of the Government, the right of the contractor to participate in future procurement of equipment and/or services that are the subject of any work under this contract shall be limited as described below in accordance with the requirements of FAR 9.5.

(d) (1) The contractor agrees that it shall not release, disclose, or use in any way that would permit or result in disclosure to any party outside the Government any proprietary information provided to the contractor by the Government during or as a result of performance of this contract. Such information includes, but is not limited to, information submitted to the Government on a confidential basis by other persons. Further, the prohibition against release of Government provided information extends to cover such information whether or not in its original form, e.g. where the information has been included in contractor-generated work or where it is discernible from materials incorporating or based upon such information. This prohibition shall not expire after a given period of time.

(d) (2) The contractor agrees that it shall not release, disclose, or use in any way that would permit or result in disclosure to any party outside the Government any information generated or derived during or as a result of performance of this contract. This prohibition shall expire after a period of one year after completion of performance on this contract.

(d) (3) The prohibitions contained in subparagraphs (d)(1) and (d)(2) shall apply with equal force to any affiliate of the contractor, any subcontractor, consultant, or employee of the contractor, any joint venture involving the contractor, any entity into or with which it may merge or affiliate, or any successor or assign of the contractor. The terms of paragraph (f) of this Special Contract Requirement relating to notification shall apply to any release of information in contravention of this paragraph (d).

(e) The contractor further agrees that, during the performance of this contract and for a period of one year after completion of performance of this contract, the contractor, any affiliate of the contractor, any subcontractor, officers of the company participating in the contract, any joint venture involving the contractor, any entity into or with which it may subsequently merge or affiliate, or any other successor or assign of the contractor, shall not furnish to the United States Government, either as a prime contractor or as a subcontractor, or as a consultant to a prime contractor or subcontractor, any system, component or services which is the subject of the work to be performed under this contract. This exclusion does not apply to any re-competition for those systems, components or services furnished pursuant to this contract. As provide in FAR 9.505-2, if the Government procures the system, component, or services on the basis of work statements growing out of the effort performed under this contract, from a source other than the contractor, subcontractor, affiliate, or assign of either, during the course of performance of this contract or before the one year period following completion of this contract has lapsed, the contractor may, with the authorization of the cognizant Contracting Officer, participate in a subsequent procurement for the same system, component, or service. In other words, the

contractor may be authorized to compete for procurement(s) for systems, components or services subsequent to an intervening procurement.

(f) The contractor agrees that, if after award, it discovers an actual or potential organizational conflict of interest; it shall make immediate and full disclosure in writing to the Contracting Officer. The notification shall include a description of the actual or potential organizational conflict of interest, a description of the action, which the contractor has taken or proposes to take to avoid, mitigate, or neutralize the conflict, and any other relevant information that would assist the Contracting Officer in making a determination on this matter. Notwithstanding this notification, the Government may terminate the contract for the convenience of the Government if determined to be in the best interest of the Government.

(g) Notwithstanding paragraph (f) above, if the contractor was aware, or should have been aware, of an organizational conflict of interest prior to the award of this contract or becomes, or should become, aware of an organizational conflict of interest after award of this contract and does not make an immediate and full disclosure in writing to the Contracting Officer, the Government may terminate this contract for default.

(h) If the contractor takes any action prohibited by this requirement or fails to take action required by this requirement, the Government may terminate this contract for default.

(i) The Contracting Officer's decision as to the existence or nonexistence of an actual or potential organizational conflict of interest shall be final and is not subject to the clause of this contract entitled "DISPUTES" (FAR 52.233-1).

(j) Nothing in this requirement is intended to prohibit or preclude the contractor from marketing or selling to the United States Government its product lines in existence on the effective date of this contract; nor, shall this requirement preclude the contractor from participating in research and development or delivering any design development model or prototype of any such equipment. Additionally, sale of catalog or standard commercial items are exempt from this requirement.

(k) The contractor shall promptly notify the Contracting Officer, in writing, if it has been tasked to evaluate or advise the Government concerning its own products or activities or those of a competitor in order to ensure proper safeguards exist to guarantee objectivity and to protect the Government's interest.

(l) The contractor shall include this requirement in subcontracts of any tier, which involve access to information, or situations/conditions covered by the preceding paragraphs, substituting "subcontractor" for "contractor" where appropriate.

(m) The rights and remedies described herein shall not be exclusive and are in addition to other rights and remedies provided by law or elsewhere included in this contract.

(n) Compliance with this requirement is a material requirement of this contract.

Quality Assurance Surveillance Plan (QASP)
for
Information Technology Infrastructure Library (ITIL)
Process Improvement Initiative

1. PURPOSE.

This Quality Assurance Surveillance Plan (QASP) has been developed as the principal basis for assessing overall performance of the technical support for the ITIL Process Improvement Initiative. This document will be used by the Government to evaluate the Contractor's performance to assure they are timely, effective, and are delivering the services and products specified in the contract.

This QASP provides the methodology by which the Contractor's performance will be monitored and to establish performance benchmarks that ensure a quantifiable basis for measuring effectiveness. The plan is designed to limit surveillance to the minimum necessary to verify that the Contractor is satisfactorily performing services directly related to the performance requirements of the Performance Work Statement (PWS). The performance requirements are those designated with corresponding performance measures and performance standards. Surveillance will be accomplished in accordance with the Performance Requirements Summary (PRS).

2. GOVERNMENT SURVEILLANCE

The Contracting Officer's Representative (COR) is identified in the PWS. COR authority will be limited to administering specific technical aspects of the contract. The PWS will identify specific guidelines and clearly detail the limits of the COR's authority. The COR will:

- a. Monitor Contractor performance in accordance with the QASP.
- b. Coordinate priorities of support, resources, and associated schedules.

3. SURVEILLANCE METHODS

Surveillance of Contractor performance is the method used by the Government to determine whether the Contractor is effectively and efficiently complying with all terms and conditions of the contract. The COR may use the surveillance methods listed below in the administration of this QASP:

- a. Inspection: A method carried out by visual examination of a product (e.g., meeting minutes, data from testing, plans, procedures, reports, or documentation) or process.
- b. Analysis: A method that is carried out by detailed examination to assess the application of the techniques used in order to determine if they are appropriate and effective.
- c. Demonstration: A method carried out by operation of a process from start to finish or the operation of the system, or part of the system, that relies on observable functional operation.

Performance Requirements Summary for Chief Information Office

- d. Customer Feedback: A method carried out by soliciting customer/end user satisfaction of technical services performed by the contractor.

4. PERFORMANCE REQUIREMENTS SUMMARY

The performance requirements requiring Government surveillance, the performance standards, and the surveillance methods are set forth in the PRS, Attachments (1) - (3). The performance requirements correspond to paragraphs 3 and 4 of the PWS. The performance measures to be used are technical accuracy, clarity, completeness, timeliness, and effectiveness. The performance standards define what is considered acceptable performance and are the benchmarks against which performance will be measured. The Acceptable Quality Level (AQL) is the maximum acceptable variation from the performance standard. The surveillance method is how performance will be checked. The COR will use the PRS to evaluate the Contractor's performance to assure they are timely, effective, and are delivering the services and products specified in the contract.

5. PERFORMANCE REVIEWS AND EVALUATIONS

COR Responsibility: The COR will conduct monthly performance reviews and evaluations with the Contractor based upon the information obtained through the surveillance methods identified above pertaining to the performance outlined in the PRS. The following criteria will be used for performance evaluations:

- EXCELLENT: Performance significantly exceeds contractual requirements to the Government's benefit, above the minimal acceptable level.
- SATISFACTORY: Performance meets contractual requirements, minimal acceptable level.
- UNSATISFACTORY: Performance does not meet contractual requirements, below minimal acceptable level.

Contractor Responsibility: The failure of the Contractor to meet the AQL set in the PRS may result in a reduction in contract payment. Reviews and evaluations will form the basis for determining compliance with performance requirements, measures, and standards. Performance reviews will be used to identify the degree of success or failure by the Contractor. Failure to perform due to Contractor delay or failure to comply with the mutually developed project schedule will be considered a failure in performance threatening the execution of the program and will result in a basis for Government consideration. The Government reserves the right to withhold payment of invoices until deficient action is completed and/or consideration is provided.

6. GOVERNMENT RESOURCES AND DEFINITIONS

The following definitions for Government Resources are applicable to this QASP

Performance Requirements Summary for Chief Information Office

Contracting Officer: A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer's Representative (COR). The COR is an individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions of a contract. The COR engages in Government surveillance of the Contractor's performance. The COR may evaluate the Contractor's performance and document any non-compliance, but only the Contracting Officer may take action against the Contractor for unacceptable performance. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Monthly Status Report	4.1	Technical Accuracy, Clarity, and Completeness	The report is technically accurate and clearly describes: <ul style="list-style-type: none"> • All services provided and all events and deliverables completed during the reporting period. • All on-going activities/tasks for the upcoming reporting period. • All problem areas and actions planned or recommended solutions for alleviating the problem. • And, adheres to the established format. 	Identifies 98% of the on-going activities/tasks.	Inspection
		Timeliness	The report delivered no later than the last calendar day of the month.	Meets delivery schedule 100% of the time (excluding government caused delays).	Inspection
		Effectiveness	Problems avoided or reduced as a result of implementing the planned or recommended solutions.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
Meeting Minutes	3.4, 4.2	Technical Accuracy, Clarity, and Completeness	<p>Participate in meetings per established schedule; provide status of current/on-going tasking and deliverables, and provide technically accurate recommendations to resolve issues/problems.</p> <p>Generate meeting minutes that are technically accurate and clearly describe:</p> <ul style="list-style-type: none"> • All participants, subjects/information, and all tasking covered during the meeting, • All decisions, conclusions, direction or agreements made during the meeting, including results of technical discussions. • All action items, action officers, and due dates. • Recommendations to resolve technical issues and areas requiring further analysis. • And, adheres to the established format. <p>Minutes are understandable and consistent (i.e., do not contradict itself or each other).</p>	Meeting Minutes include 98% of the participants, information covered, decisions, direction, recommendations or assigned action officers, and dates.	Inspection

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
		Timeliness	Meeting Minutes delivered one (1) working day following meeting conclusion.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Early identification of issues/problems allows resolution before schedule is impacted negatively.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: CIO Transition Plan	3.1.1.1, 4.3.1	Technical Accuracy, Clarity, and Completeness	<p>The development of the Transition Plan includes the activities and content identified in PWS paragraph 3.1.1.1.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	Plan includes 99% of the roles and responsibilities for continuous improvement process, and 99% of the applicable policies, processes, and practices.	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft delivered 4 calendar days from Kickoff Meeting, after the option award.</p> <p>Final delivered 7 calendar days after receipt of Government comments.</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Plan is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Change Management Plan	3.1.1.2, 4.3.2	Technical Accuracy, Clarity, and Completeness	<p>The development of the Change Management Plan includes the activities and content identified in PWS paragraph 3.1.1.2.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all</p>	<p>Plan includes 100% of the interfaces with other service management processes.</p> <p>Change Management process identifies 99% of</p>	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	the participants, inputs and outputs, and process steps.	
		Timeliness	Draft delivered 15 calendar days after receipt of the Draft Transition Plan Final delivered 7 calendar days after the completion of the Change Management Plan Stakeholder Review.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Plan is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Service Asset and Configuration Management Plan	3.1.1.3, 4.3.3	Technical Accuracy, Clarity, and Completeness	The development of the Service Asset and Configuration Management Plan includes the activities and content identified in PWS paragraph 3.1.1.3. The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 99% of the methods for control and recording. Service Asset and Configuration Management maintenance process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft delivered 15 calendar days after receipt of Draft Change Management Plan. Final delivered 7 calendar days after the completion of the Service Asset and Configuration Management Plan Stakeholder Review.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Plan is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Service Transition Phase: Release and Deployment Management Plan	3.1.1.4, 4.3.4	Technical Accuracy, Clarity, and Completeness	<p>The development of the Release and Deployment Management Plan includes the activities and content identified in PWS paragraph 3.1.1.4.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	The Service Validation and Testing process, the Push and Pull process, and the Automation and Manual processes identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft delivered 15 calendar days after receipt of Draft Service Asset and Configuration Management Plan.</p> <p>Final delivered 7 calendar days after the completion of the Release and Deployment Management Plan Stakeholder Review.</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Plan is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Knowledge Management Plan	3.1.1.5, 4.3.5	Technical Accuracy, Clarity, and Completeness	<p>The development of the Knowledge Management Plan includes the activities and content identified in PWS paragraph 3.1.1.5.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	<p>Plan includes 98% of the requirements for a Knowledge Management repository.</p> <p>Knowledge Management process identifies 99% of the participants, inputs and outputs, and process steps.</p>	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft delivered 15 calendar days after receipt of Draft	Meets delivery schedule	Inspection

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			Release and Deployment Management Plan. Final delivered 7 calendar days after the completion of the Knowledge Management Plan Stakeholder Review.	98% of the time (excluding government caused delays).	
		Effectiveness	Plan is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Event Management Process	3.1.2.1, 4.3.6	Technical Accuracy, Clarity, and Completeness	The development of the Event Management Process includes the activities and content identified in PWS paragraph 3.1.2.1. The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..	Process includes 98% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft delivered fifteen (15) calendar days after effective date of the option. Final delivered 7 calendar days after the completion of the Event Management Process Stakeholder Review.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Process based on stakeholder inputs, content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Incident Management Process	3.1.2.2, 4.3.7	Technical Accuracy, Clarity, and Completeness	The development of the Incident Management Process includes the activities and content identified in PWS paragraph 3.1.2.2. The final version of the process is understandable by the intended audience, consistent with other project plan's	Process includes 98% of the participants, inputs and outputs, and process steps and 98% of the escalation triggers.	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.		
		Timeliness	Draft delivered 15 calendar days after receipt of Draft Event Management Process. Final delivered 7 calendar days after the completion of the Incident Management Process Stakeholder Review,	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Process based on stakeholder inputs, content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Request Fulfillment Process	3.1.2.3, 4.3.8	Technical Accuracy, Clarity, and Completeness	The development of the Incident Management Process includes the activities and content identified in PWS paragraph 3.1.2.3. The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Process includes 98% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft delivered 10 calendar days after receipt of Draft Incident Management Process. Final delivered 7 calendar days after the completion of the Request Fulfillment Process Stakeholder Review.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Process based on stakeholder inputs, content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			implementation of the Service Operation Phase.		Customer Feedback
Service Operation Phase: Access Management Process	3.1.2.4, 4.3.9	Technical Accuracy, Clarity, and Completeness	<p>The development of the Access Management Process includes the activities and content identified in PWS paragraph 3.1.2.4.</p> <p>The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	Process includes 98% of the participants, inputs and outputs, and process steps and 98% of the methods to verify identity.	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft delivered 10 calendar days after receipt of Draft Request Fulfillment Process.</p> <p>Final delivered 7 calendar days after the completion of the Access Management Process Stakeholder Review.</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Process based on stakeholder inputs, content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Problem Management Process	3.1.2.5, 4.3.10	Technical Accuracy, Clarity, and Completeness	<p>The development of the Problem Management Process includes the activities and content identified in PWS paragraph 3.1.2.5.</p> <p>The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	<p>Process includes 98% of the participants, inputs and outputs and process steps.</p> <p>Knowledge Management repository procedure includes 98% of the steps to maintain solutions for incidents and problems.</p>	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft delivered 10 calendar days after receipt of Draft Access Management Process.</p> <p>Final delivered 7 calendar days after the completion of</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			the Problem Management Process Stakeholder Review.		
		Effectiveness	Process based on stakeholder inputs, content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Integration with Remedy: Requirements Analysis and Design	3.1.3.1 4.5.1	Technical Accuracy, Clarity, and Completeness	<p>The definition of the Enhanced Modules (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management) and their breakdown into functional specifications for individual functions includes the assumption identified in PWS paragraph 3.1.3.1.</p> <p>The development of the Requirements Analysis and Design Document (RADD) includes the activities and content identified in PWS paragraph 3.1.3.1.</p> <p>The Implementation Plan aligns with the documents listed in PWS paragraph 2.</p> <p>Final version of the RADD is understandable by the intended audience, consistent with BMC Remedy ITSM Suite 7.6, existing ITIL processes, and MCTSSA ITSM Management Plans; adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	The RADD contains 100% of the Implementation Plan key milestones, 98% of the roles and responsibilities required to support the Implementation Plan, 100% of the Flow diagrams for each EM, and 98% of the regular reports.	Inspection, Demonstration, and Analysis
		Timeliness	<p>Performs all tasks and produces documentation per established schedule.</p> <p>Draft RADD delivered 20 calendar days after the option award.</p> <p>Final RADD delivered 5 calendar days after the completion of the Requirements Analysis and Design</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection and Demonstration

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			Document Stakeholder Review.		
		Effectiveness	RADD is based on stakeholder inputs, presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful development of the Enhancement Modules.	Performance occurs with no required rework at least 95% of the time.	Inspection , Demonstration, and Customer Feedback
Integration with Remedy: ITSM Toolkit Development and Testing	3.1.3.2	Technical Accuracy, Clarity, and Completeness	<p>Develop ITSM Toolkit using the BMC Remedy ITMS Suite 7.6 platform following the design and implementation plans identified in the RADD.</p> <p>Toolkit implemented on a BMC system authorized by the Marine Corps and certified to run as a CLIN27 server on the NMCI network, and accessible via the Web.</p> <p>Develop Enhanced Modules that conform to the RADD and test these modules (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules).</p>	<p>The test cases used to test each Enhanced Modules (including the CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management) map to 100% of the functional requirements identified in the RADD.</p> <p>Testing demonstrates that the Flow diagrams for each Enhanced Module are complete, relevant, and technically accurate 99% of the time.</p>	Inspection, Demonstration, and Analysis
		Timeliness	Performs all tasks and produces documentation per established schedule.	Meets schedule 98% of the time (excluding government caused delays).	Inspection and Demonstration
		Effectiveness	<p>Testing verifies the functional requirements of each module. Incompatibilities and deficiencies (technical or operational) are discovered and fixed.</p> <p>Testing verify that the implementation is based on a data</p>	Performance occurs with no required rework at least 95% of the time.	Inspection, Demonstration, and Customer Feedback

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			driven model that allows the system to be altered through data changes that do not require additional BMC ITSM development skills.		
Integration with Remedy: Module Delivery	3.1.3.3, 4.5.2, 4.5.3, 4.5.4, 4.5.5, 4.5.6, 4.5.7, 4.5.8	Technical Accuracy, Clarity, and Completeness	<p>Provide an initial and a final demonstration of each of the Enhanced Modules.</p> <p>The final version of each Enhanced Module (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules) conforms to the RADD and MCTSSA ITIL Process Management Plans.</p> <p>Provide the following documentation when demonstrating each Enhanced Module:</p> <ul style="list-style-type: none"> • Configuration Guide consisting of data elements used by the module, Enhanced Modules included in the module, state definitions and transitions in the module, and license requirements for the module • Administration Guide consisting of how to change the data driven portions of the module, and notifications in the module, and roles related to the module • Testing plan that shows the test cases and business analysts used to test each of the modules, which of the functional requirements the features satisfy, and identified areas of improvement before implementation. <p>The final version of the above documentation is understandable by the intended audience, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	<p>Configuration Guide identifies 99% of the data elements used by the module and 100% of the license requirements.</p> <p>Testing Plan identifies 100% of the functional requirements specified in the RADD, and maps these requirements to module test cases.</p>	Inspection, Demonstration, and Analysis
		Timeliness	Performs all tasks, demonstrates each Enhanced Module,	Meets schedule 98% of the	Inspection and

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			<p>and produces the associated Configuration Guide, Administration Guide, and Test plan per established schedule.</p> <p>The initial CMDB module demonstration is 15 calendar days after receipt of draft RADD. The final CMDB module demonstration and documentation due 10 calendar days after completion of CMDB Module Stakeholder Review.</p> <p>The initial Service Catalog module demonstration is 15 calendar days after initial CMDB demonstration. The final Service Catalog module demonstration and documentation due 10 calendar days after completion of Service Catalog Module Stakeholder Review.</p> <p>The initial Incident Management module demonstration is 15 calendar days after initial Service Catalog demonstration. The final Incident Management module demonstration and documentation due 5 calendar days after completion of Incident Management Module Stakeholder Review.</p> <p>The initial Change Management module demonstration is 15 calendar days after initial Incident Management demonstration. The final Change Management module demonstration and documentation due 5 calendar days after completion of Change Management Module Stakeholder Review.</p> <p>The initial Problem Management module demonstration is 15 calendar days after initial Change Management demonstration. The final Problem Management module demonstration and documentation due 5 calendar days after completion of Problem Management Module Stakeholder Review.</p>	time (excluding government caused delays).	Demonstration

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			<p>The initial Knowledge Management module demonstration is 15 calendar days after initial Problem Management demonstration. The final Knowledge Management module demonstration and documentation due 5 calendar days after completion of Knowledge Management Module Stakeholder Review.</p> <p>The initial Asset Management module demonstration is 15 calendar days after initial Knowledge Management demonstration. The final Asset Management module demonstration and documentation due 5 calendar days after completion of Asset Management Module Stakeholder Review.</p>		
		Effectiveness	<p>Demonstrations in the intended environment establish that each module performs according to its functional requirements and is ready for use.</p> <p>The Configuration Guide, Administrative Guide, and Test Plan for each module are based on stakeholder inputs, content is clear and easy to follow, and successfully used by, and meets the needs of, the intended audience.</p>	Performance occurs with no required rework at least 95% of the time.	Inspection, Demonstration, and Customer Feedback
Integration with Remedy: Module User Guide	3.1.3.5, 4.5.9		<p>Provide User Guide for each module (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules) that includes the content identified in PWS paragraph 3.1.3.5.</p> <p>The final version of the User Guide is understandable by the intended audience, consistent with the RADD and ITSM Toolkit., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and</p>	The User Guide for each module includes 99% of step-by-step instructions oriented to the first time user, and 100% of any access and security features.	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			incorporates Government review comments..		
		Timeliness	A draft Module User Guide for each module is due (10) calendar days after initial Knowledge Management demonstration. The final Module User Guide is due five (5) calendar days after the completion of the Module User Guide Stakeholder Review.	Meets schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	User Guide based on stakeholder inputs, instructions are clear and easy to follow, and successfully used by, and meets the needs of, the intended audience.	Performance occurs with no required rework at least 95% of the time.	Inspection, Demonstration, and Customer Feedback
Integration with Remedy: Module Developer Guide	3.1.3.6, 4.5.10	Technical Accuracy, Clarity, and Completeness	Provide Developer Guide for each module (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules) that includes the content identified in PWS paragraph 3.1.3.6 The final version of the Developer Guide is understandable by the intended audience, consistent with the RADD and ITSM Toolkit., adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	The Developer Guide for each module includes the architecture diagram, 99% of the data exchanged between modules, 100% of the license usage, and 95% of the projected license usage.	Inspection, Analysis, and Customer Feedback
		Timeliness	A draft Developer Guide for each module is due (10) calendar days after initial Knowledge Management demonstration. The final Module User Guide is due five (5) calendar days after the completion of the Module User Guide Stakeholder Review.	Meets schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Developer Guide based on stakeholder inputs, content is	Performance occurs with	Inspection,

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			clear and easy to follow, and successfully used by, and meets the needs of, the intended audience.	no required rework at least 95% of the time.	Demonstration, and Customer Feedback
Integration with Remedy: ITSM Toolkit Implementation	3.1.3.4	Technical Accuracy, Clarity, and Completeness	Provide, and adhere to, the implementation schedule; includes training for the business analyst and the application administrators.	100% of the modules (including the CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management) implemented successfully.	Inspection and Demonstration
		Timeliness	Performs all task per established schedule.	Meets schedule 98% of the time (excluding government caused delays).	Demonstration
		Effectiveness	When used by the intended audience, the modules work together and function correctly. Training provided in sufficient dept, meets the needs of the business analyst and the application administrators, and enables them to successfully manage, maintain, and continually improve the ITSM solution.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Desktop Reference Manual	3.1.4.1, 4.3.11	Technical Accuracy, Clarity, and Completeness	The development of the Desktop Reference Manual includes the activities and content identified in PWS paragraph 3.1.4.1. The final version of the Desktop Reference Manual is provided in hardcopy and digital format, is understandable by the intended audience, internally consistent, adheres to the established format, is complete (i.e., all constituent parts are present and all ITIL documents signed off by the COR and Contractor Lead), and incorporates Government review comments.	The Desktop Reference Manual (hardcopy and digital format) includes 100% of the ITIL document deliverables that comprise the Service Strategy, Service Design, Service Transition and Service Operation, and 98% of the applicable references.	Inspection, and Demonstration

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
		Timeliness	Draft hardcopy Desktop Reference Manual due 10 calendar days after receipt of the final Problem Management Process. Final 5 hardcopies and digital CD-ROM media is due 7 calendar days after receipt of Government comments.	Meets schedule 98% of the time (excluding government caused delays).	Inspection, and Demonstration
		Effectiveness	All digital files and data are compatible, viewable, readable, and searchable with the standard NMCI Gold Disk (Adobe Acrobat Reader v9.0 or better). Digital media is capable of auto-play and incorporates a Graphical User Interface that is intuitive, easily navigable by the intended audience, and branded with MCTSSA associated graphics.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
ITIL Version 3 Publications	3.1.4.2, 4.3.12	Completeness	Provide 7 hardcopy sets of the ITIL Version 3 Office of Government Commerce core publications.	Performance occurs with no required rework.	Inspection
		Timeliness	Provide all 7 publications 30 calendar days after Kick-off meeting.	Meets schedule 98% of the time (excluding government caused delays).	Inspection
MCTSSA Service Management Process Model	3.1.4.3, 4.3.13	Technical Accuracy, Clarity, and Completeness	Provide a customized Service Management Process Model reflecting MCTSSA's IT environment, include all underlying processes, information systems and their relationships.	The model identifies 99% of the existing IT processes.	Inspection, and Analysis
		Timeliness	Draft MCTSSA Service Management Process Model due 45 calendar days after Kick-off meeting. Final process model (hardcopy and electric digital CD-ROM media) due five 15 calendar days after receipt of Government comments.	Meets schedule 98% of the time (excluding government caused delays).	Inspection, and Demonstration
		Effectiveness	The Process Model improves cross-functional	Performance occurs with	Analysis,

Performance Requirements Summary for Chief Information Office

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			coordination and control of IT services, and helps to articulate the distinctive features of the processes.	no required rework at least 95% of the time.	Demonstration, and Customer Feedback
5 Day Workshop	3.1.4.4	Technical Accuracy, Clarity, and Completeness	Provide 5 Day workshop in which: <ul style="list-style-type: none"> • All work and work papers are transitioned to government personnel • Training provided for selected MCTSSA staff on the management, operation, and continuous improvement of the ITSM solution developed and delivered to the CIO. 	Workshop covers 98% of the instructions and information contained in the User Guide and Developer Guide for each module (including CMDB, Service Catalog, Incident Management, Change Management, Problem Management, Knowledge Management, and Asset Management modules).	Demonstration and Customer Feedback
		Timeliness	Performs tasks per established schedule.	Meets schedule 98% of the time (excluding government caused delays).	Inspection, and Demonstration
		Effectiveness	Training provided in sufficient dept to fulfill the individual, organizational, and task needs identified by the MCTSSA staff who will manage, operate, and maintain the ITSM solution. Knowledge gained during training transferred to the work environment.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback

Performance Requirements Summary for SharePoint Development

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Monthly Status Report	4.1	Technical Accuracy, Clarity, and Completeness	The report is technically accurate and clearly describes: <ul style="list-style-type: none"> • All services provided and all events and deliverables completed during the reporting period. • All on-going activities/tasks for the upcoming reporting period. • All problem areas and actions planned or recommended solutions for alleviating the problem. • And, adheres to the established format. 	Identifies 98% of the on-going activities/tasks.	Inspection
		Timeliness	The report delivered no later than the last calendar day of the month.	Meets delivery schedule 100% of the time (excluding government caused delays).	Inspection
		Effectiveness	Problems avoided or reduced as a result of implementing the planned or recommended solutions.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
Meeting Minutes	3.4, 4.2	Technical Accuracy, Clarity, and Completeness	<p>Participate in meetings per established schedule; provide status of current/on-going tasking and deliverables, and provide technically accurate recommendations to resolve issues/problems.</p> <p>Generate meeting minutes that are technically accurate and clearly describe:</p> <ul style="list-style-type: none"> • All participants, subjects/information, and all tasking covered during the meeting, • All decisions, conclusions, direction or agreements made during the meeting, including results of technical discussions. • All action items, action officers, and due dates. • Recommendations to resolve technical issues and areas requiring further analysis. • And, adheres to the established format. <p>Minutes are understandable and consistent (i.e., do not contradict itself or each other).</p>	Meeting Minutes include 98% of the participants, information covered, decisions, direction, recommendations or assigned action officers, and dates.	Inspection

Performance Requirements Summary for SharePoint Development

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
		Timeliness	Meeting Minutes delivered one (1) working day following meeting conclusion.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Early identification of issues/problems allows resolution before schedule is impacted negatively.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
SharePoint: Design and Documentation of Business Processes and Workflows Phase	3.2.1	Technical Accuracy, Clarity, and Completeness	<p>Generate flow charts that document inputs and/or requests for information, products or any other deliverable; the procedural steps to satisfy that request; and the output, or the deliverable that is generated by the input.</p> <p>Utilize the current version of Microsoft Visio or Microsoft Word in use by MCTSSA to draft and document Business Processes from the MCTSSA Process Owners using the parameters listed in PWS paragraph 3.2.1.</p> <p>Address the tools used to create process flows range from flow-charting extensions in word processors to dedicated flow-charting software like Microsoft Visio.</p> <p>Hold a workshop with MCTSSA stakeholders to review all elements of the SharePoint 2007 rollout and the associated processes and workflows.</p> <p>All processes and workflows are understandable by the intended audience, adhere to the established formats, are complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates MCTSSA stakeholder review comments.</p>	<p>Flow charts include 98% of the inputs and outputs, and procedural steps needed to satisfy the requests.</p> <p>The Business Processes includes 98% of the participants, inputs and outputs, and process steps.</p>	Analysis, Demonstration, and Customer Feedback
		Timeliness	Performs tasks and produces documentation per	Meets schedule 98% of	Demonstration

Performance Requirements Summary for SharePoint Development

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			established schedule.	the time (excluding government caused delays).	
		Effectiveness	Workflows and Business Processes are based on stakeholder inputs, meet the needs of the intended audience, and directly contribute to a successful SharePoint 2007 rollout.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
SharePoint: Test of Business Processes and Workflows Phase	3.2.2	Technical Accuracy, Clarity, and Completeness	Use Test Driven Development techniques (as agreed upon by the COR) to test the Workflows and Business Processes.	Testing demonstrates that the Workflows are complete, relevant, and technically accurate 98% of the time.	Analysis, and Demonstration,
		Timeliness	Performs tasks per established schedule.	Meets schedule 98% of the time (excluding government caused delays).	Demonstration
		Effectiveness	Incompatibilities, inconsistencies, and errors/deficiencies (technical or operational) are discovered and fixed.	Performance occurs with no required rework at least 95% of the time.	Analysis, and Demonstration,
SharePoint: Integration of Business Processes and Workflows Phase	3.2.3	Technical Accuracy, Clarity, and Completeness	Integrate the Workflows and Business Processes into the live MOSS 2007 environment as a collaborative effort with Government personnel. Develop an integration scheme and apply that scheme to all Workflows and Business Processes.	Integration occurs without disruptions to the live MOSS 2007 environment 95% of the time.	Analysis, Demonstration, and Customer Feedback
		Timeliness	Performs tasks and produces documentation per established schedule.	Meets schedule 98% of the time (excluding government caused delays).	Inspection, and Demonstration
		Effectiveness	The Workflows and Business Processes meet the needs of the intended audience and directly contribute to the successful SharePoint 2007 rollout.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Monthly Status Report	4.1	Technical Accuracy, Clarity, and Completeness	The report is technically accurate and clearly describes: <ul style="list-style-type: none"> • All services provided and all events and deliverables completed during the reporting period. • All on-going activities/tasks for the upcoming reporting period. • All problem areas and actions planned or recommended solutions for alleviating the problem. • And, adheres to the established format. 	Identifies 98% of the on-going activities/tasks.	Inspection
		Timeliness	The report delivered no later than the last calendar day of the month.	Meets delivery schedule 100% of the time (excluding government caused delays).	Inspection
		Effectiveness	Problems avoided or reduced as a result of implementing the planned or recommended solutions.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
Meeting Minutes	3.4, 4.2	Technical Accuracy, Clarity, and Completeness	<p>Participate in meetings per established schedule; provide status of current/on-going tasking and deliverables, and provide technically accurate recommendations to resolve issues/problems.</p> <p>Generate meeting minutes that are technically accurate and clearly describe:</p> <ul style="list-style-type: none"> • All participants, subjects/information, and all tasking covered during the meeting, • All decisions, conclusions, direction or agreements made during the meeting, including results of technical discussions. • All action items, action officers, and due dates. • Recommendations to resolve technical issues and areas requiring further analysis. • And, adheres to the established format. <p>Minutes are understandable and consistent (i.e., do not contradict itself or each other).</p>	Meeting Minutes include 98% of the participants, information covered, decisions, direction, recommendations or assigned action officers, and dates.	Inspection

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
		Timeliness	Meeting Minutes delivered one (1) working day following meeting conclusion.	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Early identification of issues/problems allows resolution before schedule is impacted negatively.	Performance occurs with no required rework at least 98% of the time.	Analysis, Demonstration, and Customer Feedback
Operations: Transition Plan	3.3.1, 4.4.1	Technical Accuracy, Clarity, and Completeness	<p>The development of the Transition Plan includes the activities and content identified in PWS paragraph 3.3.1.</p> <p>The final version of the plan is understandable by the intended audience, aligns with the documents listed in PWS paragraph 2, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	<p>Plan includes 99% of the roles and responsibilities for continuous improvement process, and 99% of the applicable policies, processes, and practices.</p> <p>Identifies 98% of the key success factors used to determine if the communication strategy is relevant and understood.</p>	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft due 15 calendar days after option award.</p> <p>Final due 7 calendar days after receipt of Government comments.</p>	Meets delivery schedule 98% of the time (excluding government caused delays).	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, and meets the needs of the MCTSSA Operations Group.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Strategy Phase: Financial Plan	3.3.2.1, 4.4.2	Technical Accuracy, Clarity, and Completeness	<p>The development of the Financial Plan includes the activities and content identified in PWS paragraph 3.3.2.1.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project plan's., adheres to the established format, is complete (i.e., all</p>	Plan includes 98% of the costs for hardware, software, and training, and 100% of the personnel resources.	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.		
		Timeliness	Draft due delivered 16 calendar days after option award. Final due 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Strategy Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Strategy Phase: Business Activity Report	3.3.2.2, 4.4.3	Technical Accuracy, Clarity, and Completeness	The development of the Business Activity Report includes the activities and content identified in PWS paragraph 3.3.2.2. The final version of the report is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Report includes 99% of the mission critical processes.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 26 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Report is based on stakeholder inputs, presents a professionally sound approach to risk mitigation, meets the needs of the intended audience, and directly contributes to the successful implementation of the	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			Service Strategy Phase.		
Service Strategy Phase: Service Portfolio	3.3.2.3, 4.4.4	Technical Accuracy, Clarity, and Completeness	<p>The development of the Service Strategy Portfolio includes the activities and content identified in PWS paragraph 3.3.2.2.</p> <p>The final version of the Service Strategy Portfolio is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	Portfolio includes 99% of the services required for mission critical processes.	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft is delivered 32 calendar days after option award.</p> <p>Final is delivered 7 calendar days after receipt of Government comments.</p>	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	<ul style="list-style-type: none"> Portfolio is based on stakeholder inputs, presents a feasible and professionally sound approach, and meets the needs of the intended audience. The management issues dealing with the development of capabilities will be judged in terms of data cleanliness, maintenance savings, and suitability of resulting solution and the relative value of new investments to replace these projects. 	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: Service Catalog	3.3.3.1, 4.4.5	Technical Accuracy, Clarity, and Completeness	<p>The development of the Service Catalog includes the activities and content identified in PWS paragraph 3.3.3.1</p> <p>The final version of the Service Catalog is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are</p>	<p>Catalog includes 99% of the interfaces, dependencies and consistencies between the Service Portfolio and Service Catalog.</p> <p>Service Catalog Maintenance process</p>	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	identifies 99% of the participants, inputs and outputs, and process steps.	
		Timeliness	Draft is delivered 79 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Catalog is based on stakeholder inputs; meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: Service Level Management Plan	3.3.3.2, 4.4.6	Technical Accuracy, Clarity, and Completeness	The development of the Service Level Management Plan includes the activities and content identified in PWS paragraph 3.3.3.2. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 100% of service levels for each service offered in the Service Catalog. Service Level Management Process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 103 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design	3.3.3.3,	Technical Accuracy,	The development of the Capacity Management Plan	Plan includes 98% of	Inspection,

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Phase: Capacity Management Plan	4.4.7	Clarity and Completeness	includes the activities and content identified in PWS paragraph 3.3.3.3. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Capacity levels that reflect future mission requirements for technology and personnel. Capacity Management Process identifies 99% of the participants, inputs and outputs, and process steps.	Analysis, and Customer Feedback
		Timeliness	Draft is delivered 117 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: Availability Management Plan	3.3.3.4, 4.4.8	Technical Accuracy, Clarity and Completeness	The development of the Availability Management Plan includes the activities and content identified in PWS paragraph 3.3.3.4. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 98% of the service and component level mission critical processes. Availability Management process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 109 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			.		
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: IT Service Continuity Management Plan	3.3.3.5, 4.4.9	Technical Accuracy, Clarity and Completeness	<p>The development of the IT Service Continuity Management Plan includes the activities and content identified in PWS paragraph 3.3.3.5.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.</p>	<p>Plan includes 98% of IT risks reduction measures and activities.</p> <p>ITSCMP maintenance process identifies 99% of the participants, inputs and outputs, and process steps.</p>	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft is delivered 149 calendar days after option award.</p> <p>Final is delivered 7 calendar days after receipt of Government comments.</p>	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: Information Assurance Management Plan	3.3.3.6, 4.4.10	Technical Accuracy, Clarity and Completeness	<p>The development of the Information Assurance Management Plan includes the activities and content identified in PWS paragraph 3.3.3.6.</p> <p>The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and</p>	Plan includes 99% of DIACAP process required for this project.	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			incorporates Government review comments.		
		Timeliness	Draft is delivered 160 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Design Phase: Supplier Management Plan	3.3.3.7, 4.4.11	Technical Accuracy, Clarity and Completeness	The development of the Supplier Management Plan includes the activities and content identified in PWS paragraph 3.3.3.7. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 99% of the Service Level Agreements. Supplier Management Maintenance Process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 162 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Design Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Change Management Plan	3.3.4.1, 4.4.12	Technical Accuracy, Clarity and Completeness	The development of the Change Management Plan includes the activities and content identified in PWS paragraph 3.3.4.1 The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is	Plan includes 100% of the interfaces with other service management processes. Change Management process identifies 99% of the participants, inputs and	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	outputs, and process steps.	
		Timeliness	Draft is delivered 150 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Service Asset and Configuration Management Plan	3.3.4.2, 4.4.13	Technical Accuracy, Clarity and Completeness	The development of the Service Asset and Configuration Management Plan includes the activities and content identified in PWS paragraph 3.3.4.2 The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 99% of the methods for control and recording. Service Asset and Configuration Management maintenance process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 159 calendar days after option award Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition	3.3.4.3,	Technical Accuracy,	The development of the Release and Deployment	The Service Validation and	Inspection,

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Phase: Release and Deployment Management Plan	4.4.14	Clarity and Completeness	Management Plan includes the activities and content identified in PWS paragraph 3.3.4.3. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Testing process, the Push and Pull process, and the Automation and Manual processes identifies 99% of the participants, inputs and outputs, and process steps.	Analysis, and Customer Feedback
		Timeliness	Draft is delivered 165 calendar days after option award Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Transition Phase: Knowledge Management Plan	3.3.4.4, 4.4.15	Technical Accuracy, Clarity and Completeness	The development of the Knowledge Management Plan includes the activities and content identified in PWS paragraph 3.3.4.4. The final version of the plan is understandable by the intended audience, consistent with other project documents, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments.	Plan includes 98% of the requirements for a Knowledge Management repository. Knowledge Management process identifies 99% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 185 calendar days after option award Final is delivered 7 calendar days after receipt of	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			Government comments.		
		Effectiveness	Plan is based on stakeholder inputs; presents a feasible and professionally sound approach, meets the needs of the intended audience, and directly contributes to the successful implementation of the Service Transition Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Event Management Process	3.3.5.1, 4.4.16	Technical Accuracy, Clarity and Completeness	<p>The development of the Event Management Process includes the activities and content identified in PWS paragraph 3.3.5.1</p> <p>The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..</p>	Process includes 98% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	<p>Draft due 200 calendar days after option award.</p> <p>Final is delivered 7 calendar days after receipt of Government comments.</p>	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Process is based on stakeholder inputs; content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Incident Management Process	3.3.5.2, 4.4.17	Technical Accuracy, Clarity and Completeness	<p>The development of the Incident Management Process includes the activities and content identified in PWS paragraph 3.3.5.2</p> <p>The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present,</p>	Process includes 98% of the participants, inputs and outputs, and process steps and 98% of the escalation triggers.	Inspection, Analysis, and Customer Feedback

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
			information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..		
		Timeliness	Draft is delivered 223 calendar days after option award Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Process is based on stakeholder inputs; content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Request Fulfillment Process	3.3.5.3, 4.4.18	Technical Accuracy, Clarity and Completeness	The development of the Request Fulfillment Process includes the activities and content identified in PWS paragraph 3.3.5.3 The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..	Process includes 98% of the participants, inputs and outputs, and process steps.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 243 calendar days after option award Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Process is based on stakeholder inputs; content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Access	3.3.5.4, 4.4.19	Technical Accuracy, Clarity and	The development of the Access Management Process includes the activities and content identified in PWS	Process includes 98% of the participants, inputs and	Inspection, Analysis, and

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
Management Process		Completeness	paragraph 3.3.5.4 The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..	outputs, and process steps and 98% of the methods to verify identity.	Customer Feedback
		Timeliness	Draft is delivered 248 calendar days after option award. Final is delivered 7 calendar days after receipt of Government comments.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection
		Effectiveness	Process is based on stakeholder inputs; content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Service Operation Phase: Problem Management Process	3.3.5.5, 4.4.20	Technical Accuracy, Clarity and Completeness	The development of the Problem Management Process includes the activities and content identified in PWS paragraph 3.3.5.5 The final version of the process is understandable by the intended audience, consistent with other project plan's and processes, adheres to the established format, is complete (i.e., all constituent parts are present, information is relevant, and each part is addressed in sufficient detail based on its intended use), and incorporates Government review comments..	Process includes 98% of the participants, inputs and outputs and process steps. Knowledge Management repository procedure includes 98% of the steps to maintain solutions for incidents and problems.	Inspection, Analysis, and Customer Feedback
		Timeliness	Draft is delivered 258 calendar days after option award Final is delivered 7 calendar days after completion of the Problem Management Process Stakeholder Review.	Meets delivery schedule 98% of the time (excluding Government caused delays)	Inspection

Performance Requirements Summary for Operations Directorate

PERFORMANCE OBJECTIVE	PWS PARA No.	PERFORMANCE MEASURE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
		Effectiveness	Process is based on stakeholder inputs; content is clear and easy to follow, successfully used by the intended audience, and directly contributes to the successful implementation of the Service Operation Phase.	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback
Desktop Reference Manual	3.3.5.6, 4.4.21	Technical Accuracy, Clarity, and Completeness	<p>The development of the Desktop Reference Manual includes the activities and content identified in PWS paragraph 3.3.5.6.</p> <p>The final version of the Desktop Reference Manual is provided in hardcopy and digital format, is understandable by the intended audience, internally consistent, adheres to the established format, is complete (i.e., all constituent parts are present and all ITIL documents signed off by the COR and Contractor Lead), and incorporates Government review comments.</p>	The Desktop Reference Manual (hardcopy and digital format) includes 100% of the ITIL document deliverables that comprise the Service Strategy, Service Design, Service Transition and Service Operation, and 98% of the applicable references.	Inspection, and Demonstration
		Timeliness	<p>Draft hardcopy Desktop Reference Manual due 268 calendar days after option award.</p> <p>Final 5 hardcopies and digital CD-ROM media is due 7 calendar days after receipt of Government comments.</p>	Meets schedule 98% of the time (excluding government caused delays).	Inspection, and Demonstration
		Effectiveness	<p>All digital files and data are compatible, viewable, readable, and searchable with the standard NMCI Gold Disk (Adobe Acrobat Reader v9.0 or better).</p> <p>Digital media is capable of auto-play and incorporates a Graphical User Interface that is intuitive, easily navigable by the intended audience, and branded with MCTSSA associated graphics.</p>	Performance occurs with no required rework at least 95% of the time.	Analysis, Demonstration, and Customer Feedback